



## CANCELLATION AND REFUND POLICY

### Cancellation Policy

A full refund will be made to any student who cancels the enrollment contract within 72 hours (until midnight of the third day excluding Saturdays, Sundays and legal holidays) after the enrollment contract is signed. A full refund will also be made to any student who cancels enrollment within the student's first three scheduled class days, except that the school may retain not more than \$100 in any administrative fees charged, as well as items of extra expense that are necessary for the portion of the program attended and stated separately on the enrollment agreement.

### Refund Policy

Refund computations will be based on scheduled course time of class attendance through the last date of attendance. Leaves of absence, suspensions and school holidays will not be counted as part of the scheduled class attendance.

The effective date of termination for refund purposes will be the earliest of the following:

- The last day of attendance, defined as the last day a student had academically related activity;
- School determined withdrawal date, defined as the date that an institution determined that a student was no longer in school;
- The date of receipt of written notice from the student; or
- After 10 consecutive absences following the last date of attendance

If tuition and fees are collected in advance of entrance, and if after the expiration of the 72-hour cancellation privilege or the student does not enter school, not more than \$100 in nonrefundable administrative fees shall be retained by the school for the entire residence program or synchronous distance education course.

If a student enters a residence or synchronous distance education program and withdraws or is otherwise terminated after the cancellation period, the school or college may retain not more than \$100 in nonrefundable administrative fees for the entire program. The minimum amount chargeable to a student will be the pro rata portion of tuition, fees, and other charges in which the student has accumulated during his/her enrollment. The total amount of tuition chargeable to a student will be based on the percentage of hours a student has attended during his/her enrollment. If the student has completed 75 percent or more of the total number of hours within the program, the student will bear the full cost of tuition. If after all pro rata charges for tuition, fees, and other charges and after all Title IV / other grants (VA, DARS, WIOA, etc.) refunds have been completed (Federal Policy on Return of Title IV Funds), and a credit remains on a student's account, a refund will be issued to a student no more than 14 days after all refunds have been completed.

Refunds for items of extra expense to the student such as books, fees, or other school related supplies will be accounted for during the completion of the TWC Refund Calculation Worksheet. The student is not required to purchase instructional supplies or books until such time as these materials are required. Once these materials are purchased, no refund will be made. The school can withhold costs for these types of items from the refund as long as they were necessary for the portion of the program attended and separately stated in the enrollment agreement. Any items not required for the portion of the program attended must be included in the refund.

A student who withdraws for a reason unrelated to the student's academic status or after the 75 percent completion mark and requests a grade at the time of withdrawal, shall be given a grade of "incomplete." The student will also be permitted to reenroll in the course or program during the 12-month period following the date the student withdrew without payment of additional tuition for that portion of the course or program.

A full refund of all tuition and fees is due and refundable in each of the following cases:

- An enrollee is not accepted by the school;
- If the course of instruction is discontinued while a student is actively enrolled in the program and this prevents the student from completing the course; or
- If the student's enrollment was procured as a result of any misrepresentation in advertising, promotional materials of the school, or representations by the owner or representatives of the school.

A full or partial refund may also be due in other circumstances of program deficiencies or violations of requirements for career schools and colleges.

#### *REFUND POLICY FOR STUDENTS CALLED TO ACTIVE MILITARY SERVICE.*

If a student withdraws from the institute as a result of being called to active duty in a military service of the United States or the Texas National Guard, the student may select one of the following options for the program they are currently enrolled:

- If tuition and fees are collected in advance of the withdrawal, a pro-rata refund of any tuition, fees, or other charges paid by the student for the program and cancellation of any unpaid tuition, fees, or other charges owed by the student for the portion of the program the student does not complete following withdrawal;
- A grade of incomplete with the designation "withdrawn-military" for the courses in the program, other than courses for which the student has previously received a grade on the student's transcript, and the right to re-enroll in the program, or a substantially equivalent program if that program is no longer available, not later than the first anniversary of the date the student is discharged from active military duty without payment of additional tuition, fees, or other charges for the program other than any previously unpaid balance of the original tuition, fees, and charges for books for the program; or
- The assignment of an appropriate final grade or credit for the courses in the program, but only if the instructor or instructors of the program determine that the student has:
  - satisfactorily completed at least 90 percent of the required coursework for the program; and
  - demonstrated sufficient mastery of the program material to receive credit for completing the program.

The payment of refunds will be totally completed such that the refund instrument has been negotiated or credited into the proper account(s), within 60 days after the effective date of termination.

#### Federal Policy on Return of Title IV Funds

The return of Title IV Funds follows four stages:

Stage 1: Calculation of Title IV Disbursements applied toward a student's account

- The calculation of Title IV disbursements will consist of any disbursements received in the payment period in which the student withdrew.
- The calculation may also consist of any Title IV aid that could have been disbursed to the student for the payment period in which the student withdrew.

Stage 2: Percentage of Title IV Aid Earned:

The Financial Aid Office will submit an R2T4 Form to DJA Financial Aid Services, Inc. (DJA), Valley Grande Institute's third party servicer, who in turn calculates the total percentage of Title IV Aid earned within the payment period:

- The number of actual hours completed by the student in the payment period is divided by the total number of hours in the payment period in which the student withdrew.
- $\text{Actual Hours} \div \text{Total Hours in the Payment Period} = \text{Percentage Completed}$
- If the calculated percentage completed in the payment period exceeds 60%, then the student has "earned" all the Title IV aid within the payment period.

Stage 3: Amount of Title IV Earned by the Student

After receipt of the R2T4 calculations from DJA, the total amount earned by the student in the payment period is as follows:

- The percentage of Title IV aid earned (Stage 2) multiplied by the total amount of Title IV aid disbursed or Title IV Aid that could have been disbursed for the payment period in which the student withdrew.
- $\text{Total Aid Disbursed} \times \text{Percentage Completed} = \text{Earned Aid}$ , or

- Total Aid which could have been disbursed x Percentage Completed = Earned Aid

Stage 4: Amount of Title IV Aid to be Disbursed or Returned:

- If all Title IV funding has been disbursed, earned, and no credit remains on a student's account (See Refund Policy), no further action is required.
- If any Title IV funding is pending to be disbursed, the Financial Aid officer will contact the student for a Post Withdrawal Disbursement. A Post Withdrawal Disbursement form is used to allow the institution to request, with the student's written consent, any pending Title IV disbursement the student has earned but did not receive prior to withdrawing.
- If the total amount of financial aid that was disbursed is greater than the total amount of financial aid earned, the difference must be returned to the appropriate Title IV financial aid program. Total Disbursed Financial Aid – Total Financial Aid Earned = Unearned Aid to be Returned.

### Order of Title IV Aid Returned, Based on Financial Aid Disbursed

- a. Federal Direct PLUS Loan
- b. Federal Direct Loan
- c. Federal Pell
- d. Federal Supplemental Educational Opportunity Grant (FSEOG)

Funding received from other sources (VA, DARS, WIOA, etc.), if applicable, will be returned in the order they are received.

Loans must be repaid by the loan borrower as outlined in the terms of the borrower's promissory note.

The student's grace period for loan repayments for Federal Unsubsidized and Subsidized Stafford Loans will begin 6 Months from the day of the withdrawal from Valley Grande Institute. The student should contact the lender if the student has questions regarding their grace period or repayment status.

### Responsibility of the Institution & the Student Regarding Title IV Refunds

It is the school's responsibility regarding the Return of Title IV Funds policy to:

- Identify and provide each student with the information given in this policy
- Complete the Return of Title IV Funds calculation (R2T4)
- Inform students of the result of the R2T4 calculation and any balance owed to the institute
- Return any unearned/over payment of Title IV funds to the appropriate agency(s).
- If applicable, notify any entity of the student's withdrawal
- Notify students of eligibility for a Post-Withdraw Disbursement

It is the student's responsibility regarding the Return of Title IV Funds policy to:

- Become familiar with the Return of Title IV Funds policy and how withdrawing from all courses effects eligibility for future Title IV aid; and,
- Resolve any outstanding balance owed to Valley Grande Institute resulting from any required return of unearned Title IV aid.

### How to determine the Date Enrollment Ceased (Withdrawal Date)

Student withdrawal dates are determined either through student-initiated withdrawal or through VGI administrative withdrawal. Student-initiated withdrawal occurs when the student notifies VGI of his/her intent to withdraw. Administrative withdrawal occurs when VGI determines that a student is no longer enrolled due to any of the following reasons: a student's lack of satisfactory academic progress, the student's failure to pay tuition, any misconduct by the student, or if after 10 consecutive absents.

*Student-initiated Withdrawal Date:* The student-initiated withdrawal date is the date the student notified the institute of the intent to withdraw.

*Administrative Withdrawal Date:* The administrative withdrawal date is the date the administration withdrew the student.

## Post-Withdrawal Disbursement

If a student has earned all funds within a payment period but funds were not disbursed, the student may qualify for a Post-Withdrawal Disbursement. A Post-Withdrawal disbursement is a disbursement that is requested after a student has withdrawn/been withdrawn from the program. A Title IV disbursement can only be requested after the student has withdrawn if the following criteria has been met: 1) the student is not on verification or has been cleared from verification prior to withdrawal 2) the student has earned but has not received the Title IV aid for the payment period, 3) the student has authorized the school to request the funds. The school is unable to request any Direct Loan/Direct Plus Loan after a student has withdrawn or has been withdrawn from the program without the student's/parent's consent. The institution is able to request a Post-Withdrawal Pell Grant and apply it to a student's account without the written consent from the student.

The student, or parent in the case of a Direct PLUS Loan, may choose to decline or accept the full or partial amount of Direct Loan/Direct PLUS Loan that has been earned within the payment period. If the student/parent does accept any post-withdrawal funds, Valley Grande Institute will apply the disbursement(s) towards tuition and fees. If the student/parent accepts a post-withdrawal disbursement but requests the funds not be applied towards the student's account, VGI will release the funds to the student. If the student/parent requests the funds to be released to them and not be applied towards the student's account, the student/parent will be responsible for the repayment of the funds as well as any institutional tuition and fees charged. If the student/parent declines to accept the post-withdrawal disbursement, all chargeable tuition and fees will be billed to the student.

## Amount to Be Returned by the Student

At the point a student receiving Title IV funds withdraws or is administratively withdrawn, the Financial Aid Office completes the R2T4 calculation which determines the amount of Title IV funding that may need to be returned. The institute will be required to return any unearned funds based on the R2T4 calculations. If after all the required funds are returned and a credit balance remains on a student's account a credit will be issued to the student (See **Refund Policy**).

## Refund Policy for Seminar Students

Refund computations will be based on the period of enrollment computed on basis of course time (clock hours). The effective date of termination for refund purposes will be the earliest of the following:

- The last date of attendance; or
- The date of receipt of written notice from the student.

If tuition and fees are collected in advance of entrance, and the student does not enter school, not more than \$100 shall be retained by the school. If the student fails to enter the seminar, withdraws, or is discontinued at any time before completion of the seminar, the student will be refunded the pro rata portion of tuition, fees, and other charges that the number of class hours remaining in the seminar after the effective date of termination bears to the total number of class hours in the seminar.

A full refund of all tuition and fees is due in each of the following cases:

- An enrollee is not accepted by the school;
- If the seminar of instruction is discontinued by the school and thus prevents the student from completing the seminar; or
- If the student's enrollment was procured as a result of any misrepresentation in advertising, promotional materials of the school, or misrepresentations by the owner or representatives of the school.

## Refunds for Non-Financial Aid Students

Refunds made for students, who are not under the Title IV Financial Aid Programs, will be calculated according to the refund regulations and codes as stipulated by the Texas Workforce Commission- proprietary schools section.

This refund process is outlined fully in this catalog (See "Cancellation and Refund Policy") and complies with Texas Workforce Commission Statement: PS-023R, 10/01.

## Refund Deadline

When the amount received by the school from the student, or from financial aid programs for the student, exceeds the amount earned by the school when the student terminates, withdraws or completes the program, a refund is due and must be distributed in accordance with federal and state regulations. The refund will be made within 14 days after the date-time as listed below.

*When is a student terminated by the school?*

- When the student exceeds 10 consecutive absences - the date in which the student exceeds 7 consecutive absences
- When the student does not return from a documented leave of absence
- When the student violates school policy - the date determined by the school that the student would be dismissed.
- When the student exceeds 10% absences within the payment period - the date on which the student exceeded 10% absences in the payment period
- When the student exceeds 20% absences for the entire program - the date on which the student exceeded 20% absences in the entire program

When the student provides written notice of withdrawal, which is recorded on the date the school receives the written notice from the student.

## Amount Due to the School

When a student is terminated or withdraws and the monies received by the school from the student or the financial aid institution is not sufficient to pay the total amount due to the school, the student's total balance owed becomes due and payable.

The student may make payment arrangements with the school's Accounting office, if needed. Failure to pay the balance may result in the withholding of transcripts, diplomas and other school records until satisfactory arrangements are made. Not fulfilling payment arrangements may preclude a student from enrolling in a subsequent enrollment period.

Students withdrawing from school must report to the Program Director. After recording the withdrawal information, the Program Director will issue a "withdrawal voucher" to the School Registrar who will then submit to the financial aid office. The "withdrawal voucher" will serve as the official notice of withdrawal from the student.

For the student who withdraws after attending 60% of the total hours in a payment period at Valley Grande Institute for Academic Studies, the Return of Title IV funds policy will not apply. Therefore, the student will be responsible for 100% of his/her institutional costs.

If a student withdraws prior to the 60% total hours in the payment period, the unearned amount of title IV funds will be calculated and returned to the proper source within 45 days of the student's withdrawal date. Any funds that are credited to student's account will be returned in the following sequence as is required by the 34 CFR 668.22:

- a. Federal Direct PLUS Loan
- b. Federal Direct Loan
- c. Federal Pell
- d. Federal Supplemental Educational Opportunity Grant (FSEOG)
- e. State assistance (according to state guidelines)
- f. To the student if any credit remains

Students funded by funding sources other than Title IV programs will have their refunds calculated under T.W.C. Refund Regulations and Codes (see Refund Policy).