



<b>POLICY TITLE</b>	Tuition Payments and Refunds	<b>Policy Number</b>	505
<b>Section</b>	Student Affairs	<b>Approval Date</b>	January 12, 2017
<b>Subsection</b>	Admissions, Enrollment, Tuition, and Commencement	<b>Effective Date</b>	January 12, 2017
<b>Responsible Office</b>	Office of the Vice President of Student Affairs		

### 1.0 PURPOSE

**1.1** This policy establishes procedures for the payment of tuition and fees and processing of tuition refunds.

### 2.0 REFERENCES

- 2.1** Utah State Board of Regents' Policy R510 *Tuition and Fees*
- 2.2** Utah State Board of Regents' Policy R511 *Tuition Disclosures and Consultation*
- 2.3** UVU Policy 357 *Tuition and Fee Waivers for Employees, Retirees, and Dependents*
- 2.4** UVU Policy 502 *Determination of Utah Resident Status for Tuition Purposes*
- 2.5** UVU Policy 503 *Add/Drop/Withdrawals*
- 2.6** UVU Policy 504 *Excessive Credit Hours Earned Tuition Surcharge*
- 2.7** UVU Policy 506 *Senior Citizen Course Audit Program*
- 2.8** UVU Policy 511 *Student Fees*
- 2.9** UVU Policy 607 *Course-Based Fees for Credit Courses*

### 3.0 DEFINITIONS

**3.1 Deadline:** Published dates listed in the Student Timetable by which applicable actions must be completed to avoid possible penalties.

### 3.2 Fees

Printed On:  
January 12, 2017



**3.2.1 Course and lab fees:** Fees that are levied to students to offset unusual, non-personnel costs associated with individual courses, including participation in the use of technology-supported delivery or field experiences; access to and the use of specialized instruments, technology, or software; access to Learning Management System (LMS)-integrated e-texts; and/or use of consumable laboratory or other specialized instructional materials/resources.

**3.2.2 General student fees:** Board-approved amounts that are assessed to students directly, required to be paid with tuition, and are generally dedicated to specific purposes, such as building revenue bonds, extracurricular student activities, additional student services such as health clinics or computer labs, or athletics. General student fees do not include tuition costs, course/lab fees including fees for specific courses, and special fees for particular courses, groups, or majors.

**3.2.3 Lab access fees:** Fees assessed to students to support computer labs within a specific school or college. Revenue from these fees is used to purchase, repair, and/or replace hardware and infrastructure and to purchase software licenses.

**3.2.4 Late payment fees:** Fees assessed on all unpaid account balances in accordance with the published rate and start date noted in the Student Timetable.

**3.2.5 Private instruction fees:** Fees collected from students and used to compensate instructors for individualized private instruction necessary for the development of personal performance skills or artistic competencies of such students.

**3.2.6 Self-supporting course fees:** Fees charged to students in lieu of Board-approved tuition for credit courses that are not funded through appropriated revenues.

**3.2.7 Special program/clinical practice fees:** Fees that are levied on specific courses or programs to offset costs for extraordinary personnel services and related expenses.

**3.3 Holds:** Restrictions on a student's registration that must be cleared by contacting the appropriate administrative office.

**3.4 Promise-to-Pay agreement:** A promise-to-pay agreement is a legally binding contract through which one party promises in writing to pay a sum of money to another party per contract specifications. The agreement delineates the terms for payment.

**3.5 Purge:** The removal of students from course registration(s) (dropped for non-payment) when associated charges are not paid in full by the tuition payment deadline noted in the Student Timetable.



**3.6 Refund:** A reversal of tuition/fee charges when courses are dropped/withdrawn within the refund period, or money that is received in excess of student account charges (such as overpayments, financial aid/grants/scholarship awards, etc.).

**3.7 Returned payment:** Any paper check or electronic ACH payment that is returned unpaid by the bank for any reason.

**3.8 Student Financial Responsibility Agreement (SFRA):** A legal agreement (Promise to Pay) that outlines the student's financial responsibilities when enrolling in courses at the University.

**3.9 Student Timetable:** A reference document available on the University's website that includes a list of semester-specific dates and deadlines, including but not limited to: (1) the last day to register and/or add classes; (2) the last day to drop classes; (3) the last day to withdraw/audit classes; (4) the last day to adjust class schedule for financial assistance purposes; (5) tuition/fee payment deadlines; and (6) the late payment fee begin date.

**3.10 Tuition:** Board of Regents' established amounts assessed to students enrolled in credit-based courses.

**3.11 Tuition payment plans:** Tuition payment plans offered on a per-semester basis that allow students to make payments over the duration of the semester for a minimal fee.

**3.12 Tuition Payment PLUS:** The online student account center where students and authorized payers may access real-time student account information, make or schedule payments, enroll in payment plans, and view billing statements and 1098-T federal tax statements.

## 4.0 POLICY

### 4.1 Tuition and Fees

**4.1.1** Tuition and fees are assessed based upon course registration and are due and payable in accordance with deadlines published in the Student Timetable.

**4.1.2** Students' registration may be purged if full tuition, fees, and associated charges are not paid by the deadline published in the Student Timetable.

**4.1.3** Students with unpaid tuition and fee charges are subject to suspension of registration/records activity and collection procedures until the charges are paid in full. Students who have a hold on their record may continue to attend classes but may not register for any subsequent semester, obtain grades, secure transcripts, or benefit from any related service of the University until their accounts are paid in full.



## 4.2 Refunds

**4.2.1** Students must drop classes or withdraw completely by the published refund deadline in the Student Timetable to ensure the applicable semester's charges are removed from their account.

**4.2.2** Students who drop or withdraw from classes after the refund deadline are not entitled to a refund of the applicable semester's charges and are still responsible for any unpaid account balances. Filing a leave of absence after the refund deadline(s) does not absolve a student of any financial obligation to the University for tuition or other charges owing or repayment of a financial aid disbursement.

## 5.0 PROCEDURES

### 5.1 Payment of Tuition and Fees

**5.1.1** Prior to registering for courses each semester, students must review and agree to the terms and conditions outlined in the Student Financial Responsibility Agreement (SFRA) and review and update their address and other demographic information. It is important that students carefully update their contact information because the University periodically sends bills, refund checks, and other important correspondence through the mail.

**5.1.2** All tuition/fee revenue shall be paid directly through university-authorized accounts receivable offices and systems. Payments made in excess of a student's account charges (through financial aid payments, or other grant, loan, or scholarship monies) will be refunded to the appropriate party.

**5.1.3** Students who are unable to pay tuition and fees in full by the published deadlines may be eligible to enroll in a tuition payment plan through the University. Any existing tuition payment plans must be paid in full before a student is allowed to enroll in a subsequent plan.

### 5.2 Student Bills

**5.2.1** UVU sends bills for tuition and fees intermittently before and during the semester via university email and to individual student accounts through Tuition Payment PLUS, which are accessible through UVU's student portal.

### 5.3 Refunds

**5.3.1** Refunds are not granted for charges classified as non-refundable, including but not limited to admission application fees, late registration fees, late graduation application fees, etc.

**5.3.2** Students not able to withdraw from classes prior to the refund deadline due to circumstances beyond their control, such as medical emergencies or university error, may



petition for exception through the Registrar's Office. Refund petitions are granted at 50% or 100% of course credit, not by dollar amount. Students will continue to owe the tuition/fee amounts (based on the University tuition table) for credits over and above those waived by petition. The Registrar adjudicates all petitions for exceptions to withdrawal from classes and refunds.

#### **5.4 Returned Payment**

**5.4.1** When the bank returns payment of tuition and fees as unpaid, the payment is directly reversed on the student account and the original tuition/fee charges return to unpaid status.

**5.4.2** For each returned payment, a fee is assessed to the student's account.

<b>POLICY HISTORY</b>		
January 12, 2017	Revised policy approved.	UVU Board of Trustees