

**Section:** Business and Support Operations

**Section Number:** 3.7.12

**Subject:** Student Refund Policy

**Date of Present Issue:** 05/20/2024

**Date of Previous Issues:**

01/95, 06/00, 02/24

The University's refund policies and procedures ensure equitable refunds to students who withdraw from all of their studies or when payment is in excess of the total charges.

## **Withdrawals**

A student is considered withdrawn from the University only if an official withdrawal form has been submitted to the Registrar's Office. The effective date of withdrawal will be the date this form is received by the Registrar's Office or in the case of withdrawal by mail to the Office of the Dean, the postmark date on the correspondence.

There are NO refunds for partial drops after the 6th school day of the fall or spring semester or 4th school day of winter and summer semester. Students withdrawing may be eligible to receive a partial tuition refund following the **refund schedule**, and those with financial aid will be subject to Federal Title IV refund regulations. The last date of attendance in an academically-related activity is required for all courses and may impact a student's financial aid and refund status.

For more information on Add/Drop Courses and Withdrawal Information, visit our website **HERE**.

## **Refunding of Credit Balances**

A credit balance occurs whenever a student has funds credited to their account which exceeds the total amount of a student's direct charges. Credit balances are refunded directly to the student as soon as possible but no later than 14 calendar days after the first day of classes or the date the funds were applied to a student's account whichever comes last. Federal regulations stipulate that a student's unpaid charges on their bill must be satisfied before a refund can be processed.

Federal Regulations also require that the University document that a student begin attending classes in order to be eligible for a refund of a credit balance. Therefore the Office of Student Financial Services begins processing refunds 14 calendar days after the start of the semester and once the add/drop period has passed.

## **Application of Payments**

All payments that are received on a student account are applied by priority based on the type of payment. Due to federal regulations governing the use of financial aid provided by the federal government some of the grants and/or loans that you receive may only apply towards select charges for the term in which that aid was processed. Therefore, federal aid is applied to a student's unpaid charges first before any refund can be processed.

### **Credit Balance from Plus Loans**

Regulations require that any excess PLUS loan funds be returned to the parent, if the PLUS loan funds created the credit balance. The Office of Student Financial Services determines which funds create a credit balance on a student's account. In the case where the PLUS loan is the only loan on file or exceeds the total aid for a student, any resulting credit balance will be refunded to the parent who took out the loan. If a parent wishes to have the funds proceeds from a PLUS loan to be given directly to the student the parent must authorize the Office of Student Financial Services in writing to transfer the proceeds of a PLUS loan directly to the student. In cases where the student's non tuition specific financial aid exceeds the amount of a parent PLUS loan all resulting credit balances will be refunded to the student

### **Credit Balance from Educational Loans**

All payments that are received on a student account are applied by priority based on the type of payment. Due to federal regulations governing the use of financial aid provided by the federal government some of the grants and/or loans that you receive may only apply towards select charges for the term in which that aid was processed. Therefore, federal aid is applied to a student's unpaid charges first before any refund can be processed.

### **Credit Balance from Third Party Payments**

The Office of Student Financial Services will adhere to any policy or restrictions as they pertain to the payment from third parties and in some cases, funds from educational loans may be returned if the third party payment brings a student over their cost of attendance for the academic period in which the third party payment is applied.

### **Credit Balance from Personal/Electronic Checks/Credit Card Payments**

If a student has a credit balance on their account resulting from payments by personal checks, cash, electronic checks, or credit cards, the Office of Student Financial Services will process a refund to the student.

## **Time Frame for Returning an Unclaimed Credit Balance**

If LSSU attempts to issue a refund of the federal financial aid credit balance by check and the check is not cashed, then LSSU returns the funds to the federal aid program no later than 240 days after the date the LSSU Business Office issued the check.

If a check is returned to the LSSU Business Office or an EFT is rejected, the LSSU Business Office may make additional attempts to disburse the funds, provided that those attempts are made not later than 45 days after the funds were returned or rejected.

For all other unclaimed credit balances, not pertaining to federal financial aid, the university will follow its usual escheating process.