



**Universidad Ana G. Méndez**  
**Florida Branch Campuses**  
**Refund Policy**

New student cancellations can be made in person, by email, by certified mail, or by administrative action. Active students may request a withdrawal using the established procedures and designated online forms.

New Student Enrollment Cancellation

Any new student who cancels their enrollment on or before the first day of classes will have 100% of the tuition and fees refunded. Cancellation can be made in person, by email, by certified mail, or by administrative action. They cannot be made via phone or third parties. Refunds will be processed within 30 days of termination of student's enrollment or receipt of Cancellation Notice from the student. All refunds are less any amounts owed to the university.

Course Drops prior to the Add/Drop Deadline

If the student withdraws by the part of term (PT) add/drop deadline, the student will be refunded 100% of tuition and fees, as well as any funds paid to the University for supplies, books, or equipment which can be and are returned to the institution.

Partial Withdrawal

Students who withdraw from one of their enrolled courses after the add/drop period will be responsible for 100% of tuition and fees. Financial Aid and VA/Military benefits could also be impacted. Students should meet with a Financial Aid Officer prior to requesting a withdrawal to understand the full financial impact. Withdrawal for Non-attendance Any student who are marked as "non-attending" by their faculty during the established Census period will be automatically withdrawn and will be responsible for 25% of tuition cost of the enrolled course. Federal Aid cannot be used to pay the 25% outstanding balance.

Mid-Point Withdrawal

Any student who obtains a "WF" in all their courses at the end of the semester will be responsible for 50% of the total cost of their tuition cost and financial aid will be adjusted to 50%. The student will be responsible for the outstanding balance.

Total Withdrawal

Students who request a total withdrawal of courses, after the add/drop period, but through 60% of the term registered, will be reimbursed according to the following formula:  $\text{Total days elapsed} / \text{total term days} = \% \text{ total cost}$ . Financial Aid and VA/Military benefits could also be impacted. Students should meet with a Financial Aid Officer prior to requesting a withdrawal to understand the full financial impact. After 60% of the total days of the term has elapsed, the student will be responsible for 100% of tuition and fees.

Cancellation and Refund Policy

Should a student's enrollment be terminated or cancelled for any reason, all refunds will be processed according to the following refund guidelines:

1. Cancellation can be made in person, by email, by certified mail, or by administrative action.
2. No charge will be made for applying for admission.
3. If the student withdraws before the end of the drop/add period, the student will be refunded all (100%) tuition and fees, as well as any funds paid for supplies, books, or equipment which can be and are returned to the institution. New Students who cancel within three working days from the date that the student signs the enrollment agreement, will be refunded all (100%) tuition and fees, but may not be refunded for supplies, materials, and kits that are not returnable.
4. Students who do not attend the courses during the established Census period will be reported by the professor. The administration will record an administrative withdrawal, and the student will be charged 25% of the course tuition cost. Federal Aid cannot be used to pay the 25%.
5. Termination Date: In calculating the refund due to a student, the last date of participation in class by the student is used in the calculation, unless earlier written notice is received.
6. Refunds will be processed within 30 days of termination of student's enrollment or receipt of Cancellation Notice from the student.

#### Refund Formula

Any student who requests a total withdrawal of courses, after the drop-add period, but through 60% of the semester registered, will be reimbursed according to the following formula:  $\text{Total days elapsed} / \text{total semester days} = \% \text{ total cost}$ . After 60% of the total days of the semester has elapsed, the student will be responsible for 100% of total costs.