

# REFUND POLICY

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Refunds are granted only in limited cases as explained below. Clayton State University utilizes a third-party processor to assist with processing all general refunds. All refunds will be issued in the name of the student and via the refund method that the student has selected. If tuition and fees have been paid by federal or state funds, the refund will be made first to the issuing agency.

**Refunds for Registration Cancellation or Hour Reduction Before the Semester Begins:** Students who cancel their registration or reduce their course load before the first day of classes are eligible for a full or proportional refund of the fees paid, excluding any non-refundable fees specified above. This applies only if the student has registered and paid and completes the cancellation or reduction process formally before the semester starts.

**Refunds for reduction in hours during the official Late Registration period.** If the late registration process results in a reduction of hours, the student's billing for tuition and fees will be adjusted up or down to reflect the hours for which he or she is registered at the end of the Late Registration period, and a refund will be issued if appropriate.

**After the end of the late registration period, no refunds are issued for reduction in hours if the student remains enrolled in any course.** After this point, refunds are issued only for complete withdrawal in accordance with Official Board of Regents' Policy as follows:

"The refund amount for students withdrawing from the institution shall be based on a pro rata percentage determined by dividing the number of calendar days in the semester that the student completed by the total calendar days in the semester. The total calendar days in a semester includes weekends, but excludes scheduled breaks of five or more days and days that a student was on an approved leave of absence. The unearned portion shall be refunded up to the point in time that the amount earned equals 60%. Students that withdraw from the institution when the calculated percentage of completion is greater than 60% are not entitled to a refund of any portion of institutional charges."

**Request for all refunds must be made prior to end of the current semester.** Student's requesting a refund for any reason, must make their request prior to the end of the semester in which they are requesting a refund.