



**WSU POLICY APPROVAL
COVER PAGE**

DATE POLICY REQUEST TO PET:	[INSERT DATE]		
IS THIS A NEW POLICY OR CHANGE TO AN EXISTING POLICY?	NEW	<input type="checkbox"/>	EXISTING <input checked="" type="checkbox"/>
CURRENT POLICY TITLE:	13.04 / Tuition and Fees Refunds		
REVISED POLICY TITLE:	N/A		
LAST REVISED DATE OF POLICY:	August 17, 2021		
INITIATING AUTHORITY:	Financial Operations and Business Technology		
SUMMARY OF POLICY OR POLICY CHANGE:			
<p>This policy is being revised to ensure compliance with federal laws regarding the withholding of student transcripts in connection with unpaid balances owed to the University. Specifically, the language stating that transcripts will not be released to students until University charges are paid under Section IV.A is being removed. In addition, revisions were made to clarify the University's practice of placing holds on diplomas and enrollment in connection with unpaid balances, and directions to contact Financial Operations to resolve such holds was added. Finally, minor updates were made to conform with the University's standard policy format.</p>			
REASON OR NEED FOR POLICY / SUMMARY OF CHANGES MADE TO EXISTING POLICY:			
<p>In the fall of 2022, the Consumer Financial Protection Bureau (CFPB) issued supervisory guidance, explaining that institutions that provide private educational loans, including institutions of higher education offering tuition payment plans, fall under the authority of the CFPB. The CFPB further directed that blanket policies to withhold transcripts in connection with an extension of credit by these institutions are abusive under the Consumer Financial Protection Act.</p> <p>Subsequently, in the fall of 2023, the Department of Education (DOE) issued new regulations (effective July 1, 2024) that require the release of official transcripts for payment periods that the student received Title IV financial aid and all institutional charges for that payment period were paid or included in an agreement to pay.</p> <p>After careful consideration and consultation with University partners that are involved in the process for withholding transcripts in connection with unpaid balances owed to the University, Financial Operations has determined that the best course of action is to discontinue the withholding of transcripts in connection with unpaid institutional charges. The current policy revisions are being made to reflect this decision.</p>			
APPLICABLE LAWS OR REGULATORY OR POLICY AUTHORITY:			
<p>Supervisory Highlights, Student Loan Servicing, Special Edition (Issue 27, Fall 2022) Financial Responsibility, Administrative Capability, Certification Procedures, Ability to Benefit (ATB), 88 Fed. Reg. 74569 (Oct. 31, 2023) (amending 34 CFR § 668)</p>			
OTHER RELEVANT WSU POLICIES:			
<p>Policy 13.05 / Tuition and Fees Payment Plan</p>			

THE FOLLOWING UNIVERSITY STAKEHOLDERS WERE INCLUDED IN THE REVIEW AND APPROVAL OF THIS POLICY DRAFT / REVISION:	
	Office of the General Counsel – Stacia Boden
	Financial Operations – Robyn Bongartz, Ryan Lohfink and Troy Bruun
	Registrar’s Office – Gina Crabtree
	International Education – Vince Altum
	OneStop Student Services – Aaron Hamilton and Addie James
	Academic Affairs – Linnea GlenMaye
	Financial Aid – Sheelu Surender
	Student Engagement – Gabriel Fonseca
	Faculty Senate – Jolynn Dowling (shared)
	Staff Senate – Kennedy Rogers (shared)
OTHER NOTES FOR CONSIDERATION:	
Policy 13.05 / Tuition and Fees Payment Plan is also being revised for the same purpose as the present policy.	
OWNER OF POLICY REQUEST FOR QUESTIONS:	Financial Operations – Robyn Bongartz



Policies and Procedures

13.04 / TUITION AND FEES REFUNDS

I. INITIATING AUTHORITY

- A. Financial Operations and Business Technology serves as the initiating authority for this policy.

II. PURPOSE

- A. This policy explains refunds that apply to tuition, course fees, required student fees and other fees as outlined in the [Comprehensive Fee Schedule](#) for students who withdraw from Wichita State University (University) or reduce their enrollment.

III. POLICY

- A. Wichita State University will comply with all applicable state and federal regulations governing the administration of refunds on student accounts. The refund guidelines that follow are established to ensure the ethical, professional and timely delivery of student account refunds resulting from:
 - 1. Federal financial aid disbursement that exceeds the allowable or authorized charges; or
 - 2. An overpayment of charges by a third-party sponsor or scholarship donor; or
 - 3. A direct payment by cash, check or payment card which exceeds the total charges on that account.
- B. Payment of tuition and fees must be received by the payment due date indicated on the billing notification. An obligation to pay tuition and fees in full is incurred at the time the student enrolls in or adds a course(s). A student's obligation to pay tuition and fees may be adjusted according to the schedule defined in the Comprehensive Fee Schedule whenever credit hours are dropped. Students who officially withdraw from a course after the defined refund period will not be entitled to a refund. Tuition will be refunded 100 percent for those courses which, at any time, are cancelled by the University.
- C. Credit balances will be made available by direct deposit into a specified U.S. bank account or by check mailed to a U.S. address, preference authorized by account holder. All refunds will be made according to federal and state regulations, contractual agreements, and institutional business practices currently in effect. Credit balances resulting from payment card payments will be refunded to the card used for payment.

IV. FEDERAL FINANCIAL AID

- A. It is the policy of the University to refund the credit from Federal financial aid to the student in a timely manner in accordance with U.S. Federal Title IV Regulations (34 CFR 668.22). Any student who receives Title IV funds and withdraws from all classes during the first 60 percent of an academic period is subject to Return of Title IV (R2T4) calculations to determine the amount of federal funds that must be returned to federal programs. Any refund resulting from a student's withdrawal from all classes will be allocated first to federal funds that must be returned and then to grants/scholarships. The University must return funds to federal programs based on the unearned portion of financial aid. The student is responsible for paying the University for the amount of the unearned portion of financial aid returned to Federal programs.

V. SCHOLARSHIPS

- A. Upon meeting required academic criteria, funds received from scholarships will be used to pay tuition, fees and other outstanding balances before refunds are issued.

VI. THIRD PARTY SPONSOR

- A. A credit balance resulting from a third-party sponsor payment on a student account which exceeds the authorized charges on that account will be returned to the third-party sponsor.

VII. CASH OR CHECK PAYMENTS

- A. A credit balance resulting from a course change that exceeds the total charges on that account will be refunded to the account holder. If a credit balance on a university account is the result of an overpayment by check, the refund will be processed after sufficient time has elapsed to allow for the original check to clear the bank.

VIII. PAYMENT CARD PAYMENTS

- A. A credit balance resulting from a direct payment on an account that exceeds the total charges on that account will be refunded directly to the payment card number that was used in payment.

IX. UNCLAIMED PROPERTY

- A. The Office of Financial Operations & Business Technology is required to review uncashed checks on a periodic basis to comply with state unclaimed property laws and U.S. Department of Education (DOE) regulations concerning Federal funds. It has oversight responsibility for ensuring that due diligence efforts are performed to reunite unclaimed property with its owner. To comply with K.S.A. 58-3950,

unclaimed non-Title IV student refunds will be forwarded to the Kansas State Treasurer, Unclaimed Property Division.

X. EXCEPTIONS TO THE REFUND POLICY

- A. Students seeking a refund that is higher than is available by policy due to extenuating circumstances must petition the Tuition Refund Board of Appeals by completing the Petition for Exception to Tuition Refund Policy for Dropping Courses form with appropriate documentation and submitting the form to the Office of Financial Operations-Accounts Receivable within the semester the course was taken.

XI. EXCEPTIONS TO THE REFUND POLICY FOR MILITARY

- A. Students serving in the National Guard or Reserves who are called to active duty or deployed during an academic term are entitled to receive a full refund for tuition and fees. Students who are drafted and must report for active duty during an academic term are entitled to receive a full refund of tuition and fees. All refunds are subject to submission of the Petition for Exception to Tuition Refund Policy for Dropping Courses form with a copy of official documentation to the Office of Financial Operations-Accounts Receivable. Students classified as civilians but who choose to assist in non-mandatory U.S. military related efforts are not covered by this exception and will be subject to the University's non-military refund policy. Room and board charges will be prorated to the extent that services have been provided.

XII. WITHDRAWAL AND REFUND FOR STUDENTS USING MILITARY TUITION ASSISTANCE (TA)

- A. Per Department of Defense Instruction (DoDI) 1322.25, the University will return any unearned tuition assistance (TA) funds on a proportional basis through at least the 60 percent portion of the period for which the funds were provided to the military Service Branch. TA funds are earned proportionally during an enrollment period, with unearned funds returned based upon when a student stops attending. The date of withdrawal for purposes of tuition refunds shall be the last date of recorded attendance as validated by both the Service member and instructor. In instances when a Service member stops attending due to a military service obligation, WSU will work with the affected Service member to identify solutions that will not result in a student debt for the returned portion of tuition and fee payments received from the Department of Defense.

XIII. DELINQUENT ACCOUNTS

- A. All unpaid balances must be paid in full, including balances created due to the return of Title IV funds or other funding support. All payments that have not been made by the due dates shall be considered delinquent.

- B. Holds on further enrollment and release of diplomas will be put in place for students with delinquent accounts. Such holds will remain in place until the hold has been resolved through the office of [Financial Operations and Business Technology](#), which is located at Jardine Hall, room 201, and can also be reached at (316) 978-3333.

XIV. DEFINITIONS

- A. For the purpose of this policy only, the following definitions shall apply:
 - 1. **Third Party Sponsor:** An embassy, government agency, or private company that pays all, or a portion, of a student's invoice directly to the university.
 - 2. **Unclaimed Property:** Tangible or intangible property that is unclaimed by its rightful owner for a specified period of time.
 - 3. **University:** Wichita State University and its controlled affiliate organizations.
 - 4. **Unearned Tuition Assistance:** The portion of tuition charges billed to the student but not yet earned by the institution; the unearned tuition represents future educational services to be rendered to presently enrolled students.

XV. APPLICABLE LAWS AND ADDITIONAL RESOURCES

- A. [K.S.A. 58-3950 Report of abandoned property](#)
- B. [U.S. Federal Title IV Regulations, 34 CFR 668](#)
- C. [Department of Defense Instruction \(DoDI\) 1322.25, Subject: Voluntary Education Programs \(April 2, 2020\)](#)
- D. [Supervisory Highlights, Student Loan Servicing, Special Edition \(Issue 27, Fall 2022\)](#)
- E. [WSU Policy 13.05 / Tuition and Fees Payment Plan](#)

XVI. REVISION DATES

- A. August 17, 2021
- B. [INSERT PET APPROVED DATE]



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