

# Campus Policy 2.03: Program Registration, Drop, & Refund Policy

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**Effective:** 03/30/2026 | **Owners:** Registrar, Academic Operations, Financial Aid

## **Policy Scope**

This policy outlines the guidelines and procedures for program registration, adding or dropping courses, withdrawing from courses or the institution, and receiving refunds. This policy applies to all students and is designed to ensure consistency, transparency, and compliance with federal and state regulations, including BPPE and Title IV.

## **Definitions**

- **Date of Determination:** The date Campus determines a student has withdrawn, either through official notice or institutional action. This date is used for Return of Title IV (R2T4) purposes and will occur no later than fourteen (14) days after the student's last date of attendance, in accordance with federal regulations.
- **Last Date of Attendance (LDA):** The last date the student engaged in an academically related activity (e.g., attendance, assignment submission, or assessment).
- **New Student:** A student enrolling at Campus for the first time or returning after an absence of more than seven (7) years.
- **Withdrawal Effective Date:** The date on which Campus formally processes the student's withdrawal in the student information system. This date may occur after the student's Last Date of Attendance or the Date of Determination.

## **STUDENT'S RIGHT TO CANCEL**

Students have the right to cancel their enrollment agreement and obtain a refund, without penalty or obligation, through attendance at the first class session or the seventh calendar day after enrollment, whichever is later. If cancelled within this period, the student will receive a refund of 100 percent of the amount paid for institutional charges, less a reasonable deposit or application fee not to exceed two hundred fifty dollars (\$250). Any Student Tuition Recovery Fund (STRF) assessment paid will be refunded. Cancellation must be submitted in writing via email to [withdraw@campus.edu](mailto:withdraw@campus.edu), by mail, or delivered in person to the Admissions Office at 5221 Madison Ave, Sacramento, CA 95841. The notice of cancellation becomes effective on the date received. Refunds will be issued within forty-five (45) calendar days of the date of cancellation.

## **Enrollment Deposit**

The enrollment deposit is a non-refundable deposit or application fee, not to exceed \$250, required to reserve a student's seat in a class. The deposit is nonrefundable unless the following conditions are met:

- **Standard and Non Term Students:**
  - The student remains enrolled through Week 2 of their second term, and attends at

least one (1) class during that term.

- **Clock Hour Students:**

- The student remains enrolled through the completion of 200 clock hours of instruction (Core).

The enrollment deposit may only be deferred if the student's start date is deferred prior to the start of attendance. If a student withdraws after attendance has begun, the deposit is forfeited. Any subsequent return following withdrawal is considered a new enrollment for the purposes of the enrollment deposit.

### **Registration and Credit Overloads**

Students are automatically registered by program each term. By registering, students agree to pay tuition and fees in accordance with *Campus Policy 2.07: Tuition and Fees*. Students may enroll in more than twelve (12) quarter credits in a term if they:

- Complete at least one term with a GPA of 3.5 or higher; and
- Obtain Financial Aid approval; and
- Consent to pay charges for overages not covered by financial aid.

### **New Student Cancellation Period**

Campus provides a fourteen (14) calendar day cancellation period for New Students enrolled in their first term at Campus. New students may cancel their enrollment within fourteen (14) calendar days from the first day of Term 1. This extended cancellation period is an institutional policy and does not alter Student Right to Cancel refund requirements.

### **Add/Drop Period**

The Add/Drop Period is the first fourteen (14) calendar days of a term. During this period, students may add or drop courses without academic penalty, subject to attendance and engagement requirements.

- Students who do not attend will not receive a grade or transcript record.
- Students who attend and subsequently drop a course during this period will receive a grade of NC (Not Complete).
- Students who attend and subsequently drop a course after this period will receive a grade of W even if the LDA is prior to the add/drop date.

### **Campus-Initiated Drops**

Campus may administratively drop a student during the Add/Drop Period if the student fails to demonstrate academic engagement including:

- Missing 50% or more of scheduled classes within the first two (2) weeks of the term; or
- Failing to submit any assignments during that period.

### **Withdrawals**

#### **Withdrawal Windows**

After the cancellation period, students may withdraw at any time. Withdrawals may be student-initiated or institution-determined, including as a result of student conduct such as failure to attend or engage academically, as defined by institutional policy. Withdrawal (W) and Withdrawal-Fail (WF) grades are assigned based on if the student remains enrolled after the Add/Drop Period.

<b>Program Type</b>	<b>Withdrawal (W)</b>	<b>Withdrawal-Fail (WF)</b>
Standard Term (11 weeks)	LDA during Weeks 3–8	LDA After Week 8
Non-Term (11 weeks)	LDA during Weeks 2–8	LDA After Week 8

### **Student-Initiated Withdrawal**

Students may withdraw by submitting written notice to [withdraw@campus.edu](mailto:withdraw@campus.edu), their assigned Student Success Coach, or in-person at the Student Success Office at 5221 Madison Ave, Sacramento, CA 95841. Withdrawal is effective upon receipt of the written notice. The effective date of withdrawal will be no later than the date the written notice is received.

### **Administrative Withdrawal**

Campus may administratively withdraw a student if continued enrollment is determined to be inappropriate or if the student fails to meet institutional requirements, including, but not limited to:

- Failure to maintain satisfactory academic progress (SAP);
- Violation of Campus policies, codes of conduct, or procedures;
- Excessive absences or failure to meet attendance requirements; or
- Failure to meet financial obligations as outlined in the Enrollment Agreement.

The maximum number of consecutive calendar days a student may be absent before being withdrawn is fourteen (14). Students who fail to attend for fourteen (14) consecutive calendar days may be administratively withdrawn. Affected courses will be assigned a grade of W (Withdrawal) or WF (Withdrawal-Fail), as applicable, or the student will be withdrawn from the institution if all courses are dropped.

The Withdrawal Effective Date is the date the institution processes the student’s withdrawal. For withdrawals due to lack of attendance, the effective date is the student’s Last Date of Attendance (LDA). The LDA is the last date the student engaged in an academically related activity. Campus will provide written notice of the withdrawal, including the reason for the action and the effective date of termination of enrollment.

### **Refunds**

#### **New Student Cancellation Period**

If the student cancels during the New Student Cancellation Period, Campus will refund all monies paid by the student, excluding any nonrefundable deposit or application fee not to exceed two

hundred fifty dollars (\$250), the STRF assessment (except where refundable under statute), and any books and supplies received by the student.

### **Withdrawal Refund Policy**

After the applicable cancellation period, refunds are determined based on the student's LDA. Students who withdraw after completing 60% or less of the scheduled days or hours in the program term are entitled to a pro rata refund of institutional charges (less nonrefundable deposit or application fee, STRF assessment, and books or supplies already received). If the student has completed more than 60% of the program term, tuition is considered fully earned and no refund will be issued.

### **Pro Rata Refund Calculation**

If the student has received federal student financial aid funds, the student is entitled to a refund of monies not paid from federal student financial aid program funds. Refunds are based on the unearned portion of tuition and are calculated on a pro rata basis using the student's LDA and include all scheduled days or hours, including absences. The refund amount is calculated as follows: *Refund = (Total Tuition Charges – Nonrefundable Fees) ÷ Total Scheduled Days or Hours in Program × Days or Hours Remaining*

The amount owed is determined by multiplying the daily or hourly tuition rate by the number of days or hours attended or scheduled to attend prior to withdrawal. Any amount paid in excess of this amount will be refunded.

### **Refund Timeframes**

Refunds will be issued within forty-five (45) calendar days of the Date of Determination. Students will receive written documentation that includes: the refund amount, the method used to calculate the refund, the date the refund was issued, and the name and address of the refund recipient.

If funds were collected for third party charges (e.g., licenses, applications, or examination fees) and have not been paid or invoiced, those amounts will be refunded within the same timeframe. If refunds are issued to a third party, students will receive written notice identifying the amount refunded, the recipient, and the date of the refund. If tuition or fees were paid by a third party (e.g., lender, sponsor, or agency), refunds will be returned to that party as required.

### **Return of Title IV Funds (R2T4)**

For students receiving federal financial aid, the Date of Determination establishes the timeline for Return of Title IV Funds (R2T4) calculations. Students who withdraw before completing 60% of the payment period will have the unearned portion of Title IV funds returned in accordance with federal regulations. After 60%, aid is considered fully earned. R2T4 calculations and required returns will be completed within forty-five (45) calendar days of the Date of Determination. Students may be eligible for a post-withdrawal disbursement in accordance with federal regulations.

### **Refund Disbursement Order (Title IV Funds)**

Unearned Title IV funds are returned in the following order:

1. Unsubsidized Direct Loans
2. Subsidized Direct Loans
3. Direct PLUS Loans
4. Federal Pell Grants
5. Federal SEOG Grants
6. Cal Grants
7. Cash Payments (including third-party payers)
8. Institutional Scholarships and Grants

### **Student Payment Records**

Campus provides students with a receipt or updated ledger within five (5) business days of any payment received, including the date, amount, description of payment, and payor.

### **Veteran Affairs (VA) Refunds**

Students receiving VA education benefits are subject to this refund policy. Changes in enrollment will be reported to the U.S. Department of Veterans Affairs and may result in adjustments or overpayments.

### **Program Discontinuation or Institutional Closure**

If an educational program is discontinued or the institution closes before a student completes the program, refunds will be issued in accordance with California Education Code §94927 and applicable regulations, based on the student's enrollment status at the time of discontinuation or closure.

### **Recordkeeping**

Campus maintains cancellation and withdrawal logs, updated monthly, including student name, address, telephone numbers, personal email addresses, dates of cancellation or withdrawal, and refund amounts of all students who have cancelled the enrollment agreement during the calendar year.

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### **Iowa Refund Policy**

Campus charges students by instructional period. Invoices are issued after the Add/Drop Period for continuing students and after the New Student Cancellation Period for new students, both of which occur within the first two (2) weeks of the instructional period. Campus will refund 100% of all tuition charges for any student who withdraws within the first two (2) calendar weeks of instruction. For students who withdraw past the two (2) week period, the following pro-rata refund calculation will apply:

- 95% of the amount of tuition charged to the student multiplied by the ratio of the number of calendar days remaining in the instructional period to the total number of calendar days in the instructional period. Should a student who withdraws have completed 60% or more of the instructional period, the institution is not required to refund tuition charges to the student.
- Instructional period is 77 calendar days
- Online Scholars program tuition is \$2,440 per instructional period
- Online alternate course tuition is \$1,500 per course

**Determination of the 60% Point:**

- $0.60$  (sixty percent)  $\times 77$  (total # of calendar days in the instructional period) = 46 days
- If the student attended 46 or more days the institution is not required to refund tuition charges to the student.

**Formula to Calculate Student Refund:**

- $0.77$  ( total # of calendar days in the instructional period) - 15 ( # of calendar days the student completed in the instructional period) = 62 (# of calendar days the student failed to complete in the instructional period)
- $62 / 77 = 0.80$  ( percentage of the instructional period that the student failed to complete)
- $0.80$  (\$2,440) ( tuition charges for the instructional period) = \$1,952.00 ( amount of refund prior to institution's administrative charges)
- \$1,952.00 (0.95) ( Iowa law allows the institution to retain 5% administrative charges ) = \$1,854.40

A refund of tuition charges shall be provided to the student within 45 days following the date of the institution's determination that a student has withdrawn from a postsecondary educational program.

**The Exceptional Policy:** Iowa Code 714.23(4) " . . . if, at any time, a student terminates a postsecondary educational program after the first two calendar weeks due to the student's physical incapacity or, for a program that requires classroom instruction, due to the transfer of the student's spouse's employment to another city, the terminating student shall receive a refund of the tuition charges in an amount that equals the amount of tuition charged to the student multiplied by the ratio of the remaining number of calendar days in the school period to the total number of calendar days in the school period."

**Note:** Iowa law prescribes no rounding procedures.