



Withdrawal and Refund Policies

(Revised 8/2024)

Students who are awarded Federal Title IV Financial Aid are subject to the provisions of the Return of Title IV Funds policy as well as the Institutional Refund Policy. A Return of Title IV Funds calculation is determined first, followed by an institutional refund calculation.

Canceling Enrollment

Students have the right to cancel their enrollment agreement for a program of study, without any penalty or obligations, through attendance at the first class session, or the seventh (7th) calendar day after the student signs the enrollment agreement, whichever is later, and receive a full refund of all monies paid to the school minus the application fee of \$50.00 (\$200.00 for cosmetology and barbering programs).

After the end of the cancellation period, students have the right to stop school at any time; and they have the right to receive a pro-rata refund if they have completed 60 percent or less of the scheduled days in the current term in their program through the last day of attendance.

Cancellation may occur when the student provides a written notice of cancellation via the withdrawal form, which can be found on the Campus website: <https://campusteaching.typeform.com/withdrawrequest>. The written notice of cancellation need not take any particular form and however expressed it is effective if it shows that the student no longer wishes to be bound by the Enrollment Agreement. The written notice of cancellation is effective as of the date stamp on the electronic notification received.

If the Enrollment Agreement is canceled the school will refund the student any money due within thirty (30) days after the notice of cancellation is received.

Provisional Student Drop

Students who are new to Campus (first-time students) or who have not attended Campus within the last seven years are considered new students. New students are given the first six weeks of attendance (the "provisional period") to adjust to the demands of a college environment, to assess if the program rigor meets their expectations, and to ensure that their life circumstances and outside responsibilities will allow for them to be successful at Campus. This provisional period also allows Campus to ensure that students have the necessary ability and support to be successful and to ensure their academic success.

Provisional Student

A provisional student is defined as a new student who is in their first six weeks of attendance (the "provisional period"). Students restarting or returning to school within seven years do not have a provisional period.

Each week during the provisional period, student success coaches will review the progress of each provisional student based on input from faculty and other sources. The student success coach works with admissions and the faculty to provide the support and resources students need to succeed. This may include coaching, scheduling the student into subject-specific tutoring, or arranging access to other support services. A provisional student who does not continue beyond the provisional period is considered a provisional drop.

A provisional drop from Campus may be initiated by Campus or by the student.

Campus-initiated Provisional Drop

Either during or at the end of the provisional period, a student who does not appear to be a match for Campus or its programs and/or does not demonstrate the ability to succeed will be dropped as a provisional drop. The decision not to allow a provisional student to attend beyond the provisional period will be made by the appropriate Campus staff with input from the faculty and admissions advisor(s).

When a provisional student is not allowed to continue, the student will meet with their student success coach and the VP of Student Support to process the provisional drop. Once the provisional drop paperwork is signed by both the student and the Campus representative, Campus will refund the student any money paid, less the application fee of \$50 (\$200 for cosmetology & barbering programs), the STRF fee, and the cost of any books and supplies already received within 30 days after the provisional drop paperwork has been signed.

Guidelines for a Campus-initiated Provisional Drop:

Students who fail to attend or engage with their courses may be withdrawn from their courses. Students who are withdrawn from all of their Quarter One courses will be provisionally dropped. Course withdrawals for any course in the program may occur under the following circumstances:

- Student misses 50% of class (i.e. has 3 or more unexcused absences) during the first two weeks of the course
- Student does not submit at least one (1) assignment during the first two weeks of a course

Students who do not meet these requirements will be dropped from the course. Students who are dropped from all of their first quarter courses will be automatically provisionally dropped before the 6-week mark of the quarter.

Students who do meet these requirements within the first 2 weeks of a course, but who fail to consistently attend and engage with courses from weeks 4 through 6 may also be dropped from the program.

Student-initiated Provisional Drop

A student who drops during the provisional period on their own accord is considered a provisional drop.

When a student expresses the desire to drop, staff are asked to explain the provisional drop policy to the student and instruct them to begin the process. A meeting will be scheduled with the student, the student success coach, and the VP of Student Support to process the provisional drop. Once the provisional drop paperwork is signed by both the student and the Campus representative, Campus will refund the student any money paid, less the application fee of \$50 (\$200 for cosmetology & barbering programs), the STRF fee, and the cost of any books and supplies already received within 30 days after the provisional drop paperwork has been signed.

Procedure

A provisional student will be considered an active student after completion of the first six weeks of school.

Should a provisional student not continue beyond the provisional period, the following will occur:

- A meeting will be scheduled with the student, the student success coach and the VP of Student Support.
- The Provisional Drop Agreement will be completed and signed by the provisional student and the Campus representative conducting the meeting. One copy will go to the student, and one will be placed in the student's file. In addition, the Provisional Drop – Reason for Drop form will be completed and signed by the Campus representative, as designated above. The completed form will be given to the president for review and then placed in the student's file.
- A student whose enrollment is terminated under this policy and who follows the provisional drop process will have 100 percent of their tuition refunded.
- Should a provisional student choose to return to Campus as an active student, the student will be charged for the full program and will be required to retake any course(s) that were not completed prior to the student becoming a provisional drop.

Return of Title IV Funds Policy

Tuition charges and refunds made are determined based on the stipulations of this regulation, as outlined in the Higher Education Act of 1965, as amended.

The school must determine what percentage of the current payment period a student has completed, based on institutional records. If it is determined that aid has been unearned, Federal Financial Aid must be returned to the originating source based upon the unearned percentage. A portion of unearned aid may be the responsibility of the college and a portion may be the responsibility of the student. If it is determined that the student owes a Title IV refund, Campus will notify the student in writing with appropriate instructions.

After 60 percent of the student's payment period has passed, all tuition charged for the payment period, and all Title IV aid disbursed, is considered earned.

Important notes regarding refunds:

- If any funds could have been disbursed but were not disbursed by the student's LDA, the student could be eligible for post-withdrawal disbursement to cover any outstanding tuition balance.
- For Cal Grant recipients: Any funds remaining subsequent to a "Return of Title IV Funds" refund will be sent to the California Student Aid Commission.

Institutional Refund Policy

Students may withdraw from the school at any time after the cancellation period and receive a pro rata refund if they have completed 60 percent or less of the scheduled days in their program term through the last day of attendance. The refund will be less non-refundable program fees. If the student has completed more than 60% of the program term then the tuition is considered earned and the student will not receive a refund.

A student shall be deemed to have withdrawn from a program of instruction when any of the following occurs:

- The student provides a written notice of withdrawal via the withdrawal form, which can be found on the Campus website: <https://campusteaching.typeform.com/withdrawrequest>.
- The institution terminates the student's enrollment for failure to maintain satisfactory progress; failure to abide by the school's rules and regulations; absences in excess of maximum set forth by the school; and/or failure to meet financial obligations to the school.

Withdrawal Date of Determination (DOD): The DOD is the date on which Campus determined that a student was no longer in school. DOD is used to determine the timeliness of the refund. The DOD is the earliest of the following dates:

- The date the student provides official written notification of their intent to withdraw.
- The date the student failed to comply with one of the school's published attendance or academic policies.

For the purpose of determining the amount of the refund, the date of the student's withdrawal shall be deemed the last date of recorded attendance (LDA). The amount owed equals the daily charge for the program term (total institutional charges, minus non-refundable fees, divided by the number of days in the program term), multiplied by the number of days scheduled to attend in the program term, prior to withdrawal.

The school will refund any money due within forty five (45) days after the notice of withdrawal. Please refer to the *Withdrawal Date of Determination* above.

If the amount that a student owes is greater than the amount that they have paid, then it is the student's responsibility to make arrangements with the student accounts department to pay the outstanding balance. The student agrees that any monies owed to the school are payable within 30 days.

The student is entitled to a refund of money not paid from federal student financial aid program funds. If any portion of the tuition was paid from the proceeds of a loan or third party, the refund shall be sent to the lender, third party or, if appropriate, to the state or federal agency that guaranteed or reinsured the loans. Programs will receive such funds 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 made on students' behalf (including lenders and third parties as described above)
8. Arnold E. Zimmerman Scholarships
9. Campus Scholars Grants

Withdrawal Date: The withdrawal date is the date through which the student's percentage of the attempted enrollment period is calculated. For a student who officially or unofficially withdraws from school, the Withdrawal Date is the student's Last Date of Attendance (LDA). The withdrawal date for a student who fails to return from a leave of absence (LOA) is the last date of attendance prior to the start of the LOA.

Last Date of Attendance (LDA): LDA is the last day a student has any academically related activity, such as class/lecture attendance, projects, clinical experience, or examination.