



12.6 Refund Policy

Policy Statement

There is no formal policy statement for this topic however procedures and other information are provided below.

Reason for policy

The purpose of this policy is to establish general guidelines for receiving a refund.

Procedures

Students who formally withdraw from the University within the time period described below will be entitled to a refund. Refunds are not granted for individual course withdrawal.

The refund percentage shall be computed on a pro rata basis determined by dividing the number of calendar days remaining in the semester (from the student's official withdrawal date through the last day of scheduled exams) by the total calendar days in the semester. The total calendar days in a semester includes weekends and exam periods but excludes scheduled breaks of five or more calendar days. Students who withdraw from the institution when the calculated percentage of remaining days is 40% or less are not entitled to a refund of any portion of institutional charges.

The following are not entitled to any refund of fees paid: students suspended for disciplinary reasons, students who leave the University when disciplinary action is pending, or students who do not formally withdraw.

No refunds for reduction in hours after the drop/add period are allowed unless such reduction is the fault of the University.

Refunds for Parking, Housing and Meal Plan charges will be determined by the individual offices and transmitted to the Student Account System for determination of disposition. For more information please refer to the following websites

Housing: [Contracts, Fees and Payment](#)

Food Service: [Frequently Asked Questions](#)

Parking: Rules and Regulations: [Rules and Regulations](#)

Forms/Instructions

N/A

Additional Contacts

N/A

Definitions

N/A

Responsibilities

Responsible University Senior Administrator: Vice President for Finance & Administration

Responsible University Administrator: Associate Vice President – Finance Division

Policy Owner: Bursar and Treasury Services Division

Policy Contact: Therese Hodges

Phone Number: 706-542-2965

Record Retention

Retention: For records related to refunds, including but not limited to accounting data for refunds from parking violation fines paid and successfully appealed, tuition and fee refunds when courses are dropped, refunds for event tickets, refunds for cancelled courses, and all other related documentation and correspondence, retention is five (5) years. [BOR 0472-03-001](#)

Georgia Code: O.C.G.A. 9-3-25; 11-2-725.

Appendices

N/A

FAQs

Q. If I withdraw from the University of Georgia (regardless of campus), will I receive a refund?

A. Students who formally withdraw from the University within the time period described below will be entitled to a refund of tuition and mandatory fees. Refunds are not granted for individual course withdrawal. The refund percentage is computed on a pro rata basis determined by dividing the number of calendar days remaining in the semester (from the student's official withdrawal date through the last day of scheduled exams) by the total calendar days in the semester. The total calendar days in a semester includes weekends and exam periods but excludes scheduled breaks of five or more calendar days. Students who withdraw from the institution when the calculated percentage of remaining days is 40% or less are not entitled to a refund of any portion of institutional charges. The following are not entitled to any refund of tuition and fees paid: students suspended for disciplinary reasons, students who leave the University when disciplinary action is pending, or students who do not formally withdraw. No refunds for reduction in hours after the drop/add period are allowed unless such reduction is the fault of the University. https://policies.uga.edu/pdf/refund_policy_bursar.pdf

Refunds for room and board charges due to withdrawals during the term will be made on a prorated basis depending on the date of withdrawal. Students who withdraw from the University when the calculated percentage of remaining days in the term is 40% or less are not entitled to a refund of any portion of institutional charges.

Any refund due to the student will be direct deposited into the student's bank account if the student has enrolled for this service. If not, it will be mailed to the "Student Account Address" specified by the student in the Athena registration system.

Students participating in study abroad programs should reference the Office of Global Engagement's [Study Abroad Withdrawal Policy](#).

Q. If I withdraw and received financial aid, how will this impact my refund?

[In the event a student receives financial aid, completes registration, and subsequently reduces his/her](#)

[enrollment status or withdraws, the refund issued by the University may need to be returned to the financial aid sources.](#) The amount of refund to be returned to the federal, state, private, or University financial aid programs is determined by the regulations concerning refunds and repayments to those appropriate programs. If a financial aid recipient is to receive a refund, a calculation determines whether the student has “earned” the financial aid funds disbursed to them. A student “earns” his/her financial aid funds based on the period of time they remain enrolled. During the first 60% of the term, a student earns financial aid funds in direct proportion to the length of time the student remains enrolled. Beyond the 60% point, all aid is considered earned. The responsibility to repay “unearned” aid is shared by the University and the student in proportion to the aid each is assumed to possess. For more details concerning refunds for students with financial aid, please contact [Student Account Services](#) at 110 Business Services or 706-542-2965.

All refunds, up to the amount of the aid received for the term, will be returned to financial aid sources, according to the following priority:

1. Federal Direct Student Loans
 - a. Unsubsidized Loan
 - b. Subsidized Loan
2. Federal Perkins Loans
3. Federal Direct Plus Loan
 - a. Graduate
 - b. Parent
4. Federal Pell Grant
5. Federal Supplemental Education Opportunity Grant
6. Other federal sources of aid
7. Other state, private, or institutional aid
8. Student

Any refund due to the student will be direct deposited into the student's bank account if the student has enrolled for this service. If not, it will be mailed to the "Student Account Address" specified by the student in the Athena registration system.

Q. If I receive a hardship withdrawal, how will this impact me?

A. Students should be aware that receiving a [hardship withdrawal](#) or a retroactive hardship withdrawal may affect their statuses with various university entities. It is the responsibility of the students to contact other university offices to determine how the decision to withdraw may affect them.

Withdrawing from may affect a student’s financial aid. The impact on financial aid may include, but is not limited to, mandatory repayment of already disbursed funds. Students should contact Student Financial Aid and Bursar & Treasury Services prior to requesting the withdrawal.

Students should also contact any other appropriate offices (e.g. University Housing, Office of International Education, Dining Services, Academic Advising, etc.) if there are any questions concerning the possible impact of withdrawing. Additionally, veterans and dependents of veterans who are receiving educational benefits must notify the Office of Veterans Educational Benefits of any course load reduction (Office of the Registrar 706-542-4040).

Q. In the event, a study abroad program is canceled, will a refund be issued?

A. Please reference [UGA's Study Abroad Policies](#).

Q. Will students receive a refund if the study abroad or field school costs paid exceed the actual cost of the?

A. Please reference [Office of Global Engagement](#).

Q. How will students receive any refunds resulting from a credit balance on their student account?

A. In order to assist you in receiving your refund the quickest way possible, we ask that you set up your refund profile on your ATHENA student account if you have not already done so. If you are already enrolled for direct deposit, we ask you to verify your refund profile to ensure your bank account information is correct.

Once the refund amount is ready for disbursement, students with direct deposit will generally see the refund credited to their bank account in 3-5 business days. The check writing process for students not on direct deposit takes approximately 5-7 business days to arrive to the billing address the student specifies in ATHENA.

To establish/review your refund profile, please log into ATHENA, <http://athena.uga.edu> and go to "Access Student Account". For detailed instructions on how to set up/update your refund profile, please go to: https://busfin.uga.edu/bursar/athena_refund_profile_setup.pdf

Please note, outstanding student account credits are applied to outstanding student account charges first where allowable; however, depending on financial aid authorizations the student has granted and charges incurred, funds may be refunded to the student while an amount due remains on the student's account. It is imperative students ensure student account balances are satisfied in a timely manner to avoid restriction of services on campus as well as collection efforts.

Related information

[Board of Regents Refund Policy](#)

Policy Dates

Effective Date:

Date Last Updated: 3/9/2020

Date of Last Review: 3/9/2020

Date of Approval: 3/9/2020

Previous Version of Policy: