

THE FLORIDA POLYTECHNIC UNIVERSITY BOARD OF TRUSTEES

FPU-4.004 Procedure for Payment, Waiver and Refund of Tuition, Fees, Fines, and Penalties.

(1) **Assessment of Tuition and Fees.** Tuition and fees shall be assessed in accordance with applicable Board of Governors regulations, University regulations, and state law and may be waived, in part or in whole, by the University pursuant to University regulation, Board of Governors regulation, or Florida law.

(2) **Registration Periods.** Each student must supply all information and satisfy all conditions of eligibility required by the University prior to registering for courses. Registration periods are defined in the University Academic Calendar. A student who initiates registration after the applicable registration period ends shall incur a Late Registration Fee. A student may be permitted to initiate registration, on an exceptional basis, after the end of the late registration period when the student meets the following three conditions:

- (a) An exception is requested by the student;
- (b) An exception, in the opinion of the University, is justified by extraordinary circumstances including, but not limited to, University administrative error; and
- (c) An exception is approved by the President or designee.

(3) **Late Registration Fee Waivers.** Upon the student's request, the Registrar will waive the Late Registration Fee if the Registrar determines that the student registered late due to exceptional circumstances beyond the student's control. The determination will be based on the Registrar's review of the Late Registration Fee Waiver Request Form completed and submitted by the student to the Registrar's Office. A student may request a waiver of the Late Registration Fee only for one or more of the following reasons:

- (a) Student illness of such severity or duration that precluded timely registration, as confirmed by a physician in writing;
- (b) A death in the student's immediate family (parent, spouse, child, sibling, or grandparent) that precluded timely registration, as confirmed by documentation indicating the death and the student's relationship to the deceased;
- (c) Student's active military duty or return from active duty that precluded timely registration, as confirmed by military orders;
- (d) University error which precluded the student's timely registration, as confirmed in writing on University letterhead signed by an appropriate University official or confirmed by appropriate University documents; or
- (e) Other documented exceptional circumstances (whether the circumstances are indeed "exceptional" will be determined by the Registrar) beyond the student's control that precluded timely registration, accompanied by a letter of explanation and appropriate documentation.

(4) Tuition and Fee Liability. Tuition and fee liability shall be incurred at the point that the student has completed registration, including payment or other acceptable and appropriate arrangements for payment such as installment payment, deferment, or University approved third party billing. Tuition and fees for each academic term shall be based on the courses remaining on the registered student's schedule at the time the Drop/Add period closes. No tuition or fees shall be assessed, and no grades or credits shall be awarded, for any courses dropped by the student during the Drop/Add period. Tuition and fees shall be assessed for any courses added on an exceptional basis.

(5) Payment of Tuition and Fees. Payment of tuition and fees may be made online, by mail or in person at the Bursar's Office during regular office hours. Payments made by mail must be postmarked by the U.S. Post Office on or before the respective tuition payment deadline listed in the University's Academic Calendar in order to be considered timely paid.

Tuition and fees must be paid by the tuition payment deadline to avoid assessment of a Late Payment Fee, unless the student has made acceptable and appropriate arrangements for payment of tuition and fees in accordance with this regulation. In addition, a student's failure to timely pay tuition and fees or make acceptable and appropriate arrangements for payment, will result in cancellation of the student's course schedule; a student whose course schedule has been cancelled cannot thereafter attend such courses and will not obtain credit for such courses, unless the schedule is reinstated pursuant to (8) below. A student whose course schedule has been cancelled will be sent written notice of cancellation to his/her university email account, and if no such account exists, to the student's last known email address on record. Such notice will include a deadline by which the student may apply for reinstatement of such course schedule.

A student who makes an effort to pay the tuition and fees, including but not limited to making partial payments by credit card, check, or cash, or by use of any type of financial aid or scholarship, grants, waivers, third party contracts, Florida Bright Future, and/or Florida Prepaid, by the published tuition payment deadline will not be cancelled from their courses, and the student will be considered liable for any unpaid tuition or fees.

(6) Late Payment Fee Waivers. Upon the student's request, the Bursar will waive the Late Payment Fee if the Bursar determines that the student was unable to make payment on time due to exceptional circumstances beyond the student's control. The determination will be based on the Bursar's review of the Late Payment Fee Waiver Request Form completed and submitted by the student to the Bursar's Office. A student may request a waiver of the Late Payment Fee only for one or more of the following reasons:

- (a) The student's illness which was of such severity or duration, as confirmed in writing by a physician, to preclude timely payment of the tuition and fees;

- (b) A death in the student's immediate family (parent, spouse, child, sibling, or grandparent) that precluded timely payment of tuition and fees, as confirmed by documentation indicating the student's relationship to the deceased;
- (c) Student's active military duty or return from active duty that precluded timely payment of tuition and fees which is confirmed by military orders;
- (d) University error which precluded the student's timely payment of tuition and fees, as confirmed in writing on University letterhead signed by an appropriate University official or by appropriate official University documents;
- (e) Other documented exceptional circumstances (whether the circumstances are indeed "exceptional" will be determined by the Bursar) beyond the student's control that precluded timely payment of tuition and fees, accompanied by a letter of explanation and appropriate documentation.

(7) Deferred Payment of Tuition and Fees. The Office of Financial Aid automatically issues tuition and fee payment deferments for students who have been awarded and have accepted financial aid where financial aid is delayed due to circumstances beyond the student's control. In situations when an administrative error caused the student to be ineligible for an automatic deferment or when the student experiences a documentable, unexpected financial hardship, a manual deferment may be processed. The President or designee may award a 60 –day tuition and fee payment deferment when the student is a recipient of VA benefits or when the student has an acceptable third party that has agreed in writing to pay for the student's tuition and fees.

(8) Reinstatement of a Student's Cancelled Courses. A student whose scheduled courses have been cancelled for financial reasons may request reinstatement by the Registrar or designee through the fourth week of classes. Upon approval for reinstatement, tuition and fees; the late registration fee, if applicable; the late payment fee and other debts owed to the University must be paid in full by cash, check, money order, cashier's check or credit card before reinstatement will be effected. After the fourth week of classes, a student can request a late reinstatement from the Office of Financial Aid.

(9) Refund of Tuition and Fee Payment. The University authorizes certain refunds of tuition and fees, less deduction for non-refundable fees and unpaid debts to the University. Credit card convenience fees, late registration fees and late payment fees are non-refundable fees. The student must complete a Refund Request Form and present it to the Bursar's Office in order to initiate the refund process.

- (a) One-hundred percent (100%) of the applicable tuition and refundable fees will be refunded if the student drops a course or causes his or her enrollment in the University to be terminated by the Registrar's Office prior to the end of the drop/add period;

- (b) Twenty-five percent (25%) of tuition and refundable fees, less Building and Capital Improvement fees, will be refunded if the student drops a course or causes his or her enrollment in the University to be terminated by the Registrar's Office prior to the end of the fourth week of classes, or at an appropriate time as designated by the University for summer sessions, and submits a completed Refund Request Form.
- (c) One-hundred percent (100%) of tuition and refundable fees will be refunded if, within six (6) months of the end of the semester to which the refund is applicable, a student who has withdrawn or dropped a course completes and files with the Registrar's Office a Fee Adjustment Request Form citing recognized circumstances outside of the student's control, and such recognized circumstances are confirmed and the refund is approved by the Registrar. Recognized circumstances that will be considered within this six month period include:
 - 1. Illness of the student of such severity or duration, as confirmed in writing by a physician, to preclude completion of the course(s);
 - 2. Death of the student or death in the student's immediate family (parent, spouse, child, sibling, or grandparent) that precludes completion of the course(s);
 - 3. Involuntary call to active military duty; or
 - 4. A situation in which the University is in error. The amount of a payment in excess of the adjusted assessment will be refunded.

(10) Students who have not paid, or made acceptable and appropriate arrangements for payment, of their tuition and fees by the tuition payment deadline shall be precluded from receiving grades, transcripts or diplomas until the tuition and fees have been paid. When registration opens for a given academic term, any outstanding balance in a student's account will prevent the student from being able to register for courses, or from receiving transcripts or diplomas until the student's account has been paid in full.

(11) A student must timely submit a written appeal for any action or decision related to the assessment, waiver, refund or payment of tuition or fees to the Tuition and Fee Appeals Committee no later than six (6) months from the close of the semester to which the refund or other appeal action is applicable, or the student's right to appeal such actions is waived. Untimely appeals will not be considered by the University.

Authority: BOG regulations 1.001, 7.002

History: NEW 2.21.14