



**University of Dallas**

**Financial  
Refund Policy**

**POLICY FTR**

Responsible Executive:  
Executive Vice President  
Responsible Office:  
Office of the Executive Vice President  
Issued: 7.1.21  
Revised: n/a

**1. PURPOSE**

This Policy sets forth the tuition and fee refund schedules applicable when a student withdraws from a course, program, or housing. It is intended to provide the University's policies in compliance with 34 C.F.R. § [668.43\(a\)\(2\)](#), including, the University's policies for the return of unearned tuition and fees or other refundable portions of costs paid to the University.

**2. REFUNDS**

Students may withdraw from courses, programs, and University housing and receive refunds in accordance with this Policy.

- 2.1. Refunds of tuition and refundable fees associated with academic programs are calculated based on the appropriate refund schedule below.
- 2.2. Refunds of room and board are calculated based on the appropriate refund schedule below. Termination of room and board agreements may be subject to a contract breakage fee.

**3. LEAVE OF ABSENCE AND WITHDRAWAL FROM UNIVERSITY**

In order to withdraw from all classes, whether with a leave of absence or a withdrawal from the University, a student must submit written notice to the appropriate office, in accordance with the instructions by the college, school, or program in which the student is enrolled.

- 3.1. A student requesting to withdraw from all classes should submit the request to the appropriate office for the student's college, school, or program.
  - 3.1.1. Undergraduate students should submit requests to withdraw to the Registrar's Office.
  - 3.1.2. Braniff Graduate School of Liberal Arts and Ann & Joe Neuhoff School of Ministry students should submit requests to withdraw to their Dean.
  - 3.1.3. Satish & Yasmin Gupta College of Business graduate students should submit requests to withdraw online at <https://udallas.edu/cob/students/forms/form160.php>
- 3.2. Any money that the student owes to the University at the time of withdrawal comes due and payable immediately, regardless of any payment plans or other arrangements.

- 3.3. If a withdrawing student is entitled to a full or partial refund of tuition and refundable fees, the student must return his or her student identity card and the student must secure clearance from the Office of Student Affairs in order to receive such refund amounts. Occasional fees are not refundable.
- 3.4. Whether a withdrawing student is entitled to receive a refund of tuition, fees, and other expenses is determined in accordance with the applicable refund schedule below.
- 3.5. The date used to calculate refunds is that on which the student presents the withdrawal notice to the appropriate office. Certain exceptions may be approved in specific instances (e.g., when a student is drafted or incurs serious injury or illness). Such matters should be referred to the student's college, school, or program.
- 3.6. Refunds generally take approximately thirty (30) days to process from the date that all required clearances are provided to the appropriate office for the student's college, school, or program

#### 4. PRIMARY REFUND SCHEDULES

- 4.1. **Primary Tuition and Fee Refund Schedule.** Except as otherwise stated in this Policy, the following refund schedule applies to tuition and refundable fees for academic programs offered by all colleges, schools, and other departments or offices of the University.

| Withdrawal Refund Schedule                                   |      |
|--|------|
| Before the first day of class                                | 100% |
| 1st day of class through the last day of the add/drop period | 80%  |
| 1st day of 1st week after the close of the add/drop period   | 60%  |
| 2nd week after the close of the add/drop period              | 40%  |
| 3rd week after the close of the add/drop period              | 20%  |
| From the 4th week after the close of the add/drop period     | 0%   |

- 4.2. **Primary Room and Board Refund Schedule.** Except as otherwise stated in this Policy, the following refund schedule applies to charges for room and board.

| Room and Board Refund Schedule   |      |
|--|------|
| Before the official move-in date   | 100% |
| From the official move-in date and through the last day of the add/drop period | 80%  |
| 1st week after the close of the add/drop period                                | 60%  |
| 2nd week after the close of the add/drop period                                | 40%  |

|  |     |
|--|-----|
| 3rd week after the close of the add/drop period          | 20% |
| From the 4th week after the close of the add/drop period | 0%  |

4.2.1. **Voluntary Termination.** Students who become exempt from the residency requirement and voluntarily break their housing contracts while still enrolled during a semester are subject to the same refund schedule. In addition, such students will be charged a contract breakage fee for the term that the contract is broken.

4.2.1.1. **Breakage fee.** The contract breakage fee schedule is as follows:

|   |       |
|---|-------|
| After contract is accepted and before August 1    | \$100 |
| After August 1 and prior to official move-in date | \$300 |
| Fall semester                                     | \$500 |
| Spring semester                                   | \$500 |

4.2.1.2. **Mid-year exemptions.** Fall residents who qualify for and formally claim a mid-year exemption to the residency requirement for the spring semester will not be charged a contract breakage fee for the spring semester.

4.2.2. **Leave of Absence or Withdrawal.** Students who cancel their contracts by taking a leave of absence or withdrawing from the University will not be fined, but will lose their housing deposit. This deposit will be reinstated upon their return to a campus residence.

4.2.3. **Request to Terminate.** All requests to terminate room and board agreements must be submitted to the Office of Student Affairs.

## 5. COLLEGE OF BUSINESS TUITION AND FEES REFUND SCHEDULES

The following refund schedules apply to all courses offered as part of the graduate programs of the Satish & Yasmin Gupta College of Business that follow the designated term lengths and delivery methods mentioned.

| Withdrawal Refund Schedule (12-Week Term; Online, On-Ground, Hybrid Courses) |      |
|--|------|
| From the first day of registration through the 7th day of term               | 100% |
| 8th day of term through the 14th day of term                                 | 80%  |
| 15th day of term through the 21st day of term                                | 50%  |
| After the 21st day of term   | 0%   |

| <b>Withdrawal Refund Schedule (6-Week Term; On-Ground Courses)</b> |      |
|--|------|
| From the first day of registration through the 7th day of term     | 100% |
| 8th day of term through the 14th day of term                       | 50%  |
| After the 14th day of term   | 0%   |

| <b>Withdrawal Refund Schedule (6-Week Term; Online, Hybrid Courses)</b>                   |      |
|---|------|
| From the first day of registration through before the second unit or session starts/opens | 100% |
| 8th day of term through the 14th day of term  | 50%  |
| After the third unit or session starts/opens  | 0%   |

| <b>Withdrawal Refund Schedule (Intensive Classes: 6-Day, all day, either Saturdays or in 1-Week)</b> |      |
|--|------|
| From the first day of registration through before the second scheduled class meeting                 | 100% |
| Before the third scheduled class meeting   | 50%  |
| After the third scheduled class meeting  | 0%   |

| <b>Withdrawal Refund Schedule (3-Week Term; 3-Credit Course)</b>                                       |      |
|--|------|
| From the first day of registration through midnight CST on the day following the first scheduled class | 100% |
| By midnight CST on the 2nd day following the first scheduled class                                     | 80%  |
| By midnight CST on the 3rd day following the first scheduled class                                     | 50%  |
| After midnight CST on the 3rd day following the first scheduled class                                  | 0%   |

| <b>Withdrawal Refund Schedule (3-Week Term; 1.5-Credit Course)</b>                                     |      |
|--|------|
| From the first day of registration through midnight CST on the day following the first scheduled class | 100% |

|   |     |
|---|-----|
| By midnight CST on the 3rd day following the first scheduled class    | 50% |
| After midnight CST on the 3rd day following the first scheduled class | 0%  |

## 6. OTHER TUITION AND FEES REFUND SCHEDULES

- 6.1. **Center for Executive Education.** The following refund schedule applies to all programs offered through the Center for Executive Education.

| Withdrawal Refund Schedule (Center for Executive Education) |      |
|---|------|
| Through the 1st week of term                                | 100% |
| After the 1st week of term                                  | 0%   |

- 6.1.1. **Leave of Absence or Withdrawal.** Students who cancel their contracts by taking a leave of absence or withdrawing from the University will not be fined, but will lose their housing deposit. This deposit will be reinstated upon their return to a campus residence.
- 6.1.2. **Course materials.** Fees for course material that can be returned/refunded are subject to a \$50 administrative fee, as well as any costs for shipping the materials to or from the student.
- 6.1.2.1. **Non-refundable course material fees.** Fees for course materials that have been opened (e.g., original plastic packaging has been removed or damaged) or accessed (e.g., in the online learning management system) cannot be refunded.
- 6.1.3. **Transfer.** A student who withdraws from a course after the 1st week of the term may request that the tuition be transferred to another class with a later start date.
- 6.2. **Articulation agreements.** The University has entered into articulation agreements or memoranda of understanding with various educational institutions. Typically, students receiving credit at the University have a single deadline, after which there is no refund. Students interested in participating in such programs should contact the appropriate Dean at the University, or the related educational institution.

## 7. DEFINITIONS

- 7.1. **“Add/drop period”** means the date after which students generally must have permission from the Dean and/or instructor before being permitted to add or drop a class.
- 7.2. **“University”** and **“the University”** mean the University of Dallas.

## 8. RESPONSIBILITIES

| Responsible Party         | List of Responsibilities  |
|---------------------------|---|
| Office of General Counsel | 1. Oversee the publication and making available of information pursuant to this policy.   |
| Office of Student Affairs | 1. Receive requests to terminate housing contracts.<br>2. Notify the Business Office regarding the official termination date of housing contracts for calculating the refund.   |
| Graduate College/School   | 1. Receive requests to withdraw from class(es).<br>2. Notify the Registrar of student withdrawals.  |
| Office of the Registrar   | 1. Receive undergraduate withdrawal requests and evaluate for processing.<br>2. Receive notice from graduate college/schools regarding graduate withdrawals.<br>3. Notifies the Business Office of registration changes that may warrant a refund, as well as of the official withdrawal date for calculating the refund. |
| Business Office           | 1. Calculates the refund, if any, based on the withdrawal date and the nature of the registration change.<br>2. Issues refund, if any, to student in accordance with this Policy.   |

## 9. PROCEDURES

| Task                     | Procedure   |
|--------------------------|---|
| Reduction in course load | 1. Undergraduate students notify the Office of the Registrar that they are dropping or withdrawing from class(es). The notice must include all required signatures for processing.<br>2. Graduate students notify their respective college/school that they are dropping or withdrawing from class(es).<br>3. The respective college/school for graduate students notifies the Office of the Registrar that the student is dropping or withdrawing from class(es) and the drop/withdrawal date. |
| Calculation of refund    | 1. The Office of the Registrar notifies the Business Office when a student drops/withdraws from class(es) and the termination date.<br>2. The Business Office calculates the refund, if any, owed to the student who has dropped or withdrawn from class(es).   |
| Issuance of refund       | 1. The Business Office issues the refund to the appropriate party (e.g., the student).  |

## 10. POLICY ENFORCEMENT

|             |   |
|-------------|---|
| Enforcement | The Office of General Counsel or the Office of the Executive Vice President will investigate suspected violations of this Policy, and take appropriate action in accordance with University policy. |
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**Reporting Violations**

Report suspected violations of this Policy to the Office of General Counsel or the Office of the Executive Vice President.

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**11. RELATED DOCUMENTS**

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**Policy or Document****Web Address**

Policy AIC-I - Consumer

<https://udallas.edu/about/university-policies/index.php>

Information Policy - Institutional Information

**12. CONTACTS**

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| <b>Subject</b>              | <b>Office or Position</b>              | <b>Telephone Number</b>   | <b>Office Email or URL</b>   |
|-----------------------------|--|---|--|
| Policy Clarification        | Office of General Counsel              | (972) 721-5363  | <a href="mailto:hlachenauer@udallas.edu">hlachenauer@udallas.edu</a>       |
| Implementation              | Office of the Executive Vice President | (972) 721-5125  | <a href="mailto:jplotts@udallas.edu">jplotts@udallas.edu</a>               |
| Housing Contracts           | Office of Student Affairs              | (972) 721-5294  | <a href="mailto:studentaffairs@udallas.edu">studentaffairs@udallas.edu</a> |
| Withdrawal                  | Office of the Registrar                | (972) 721-5221  | <a href="mailto:registrar@udallas.edu">registrar@udallas.edu</a>           |
| Refunds                     | Business Office                        | (972) 721-5244  |  |
| Web Address for this Policy |  | <a href="https://udallas.edu/about/university-policies/index.php">https://udallas.edu/about/university-policies/index.php</a> |  |