



Sistema Universitario
Ana G. Méndez

Vice-Presidency for Financial Affairs
Collection Office

REFUND POLICY UNITED STATES CAMPUSES

POLICY No. VPAF-16-008-06

Approved: Vice-President for Financial Affairs
Issued: August 1, 2016
Refer question to: Carmelo Torres Reyes, Controller / (787) 751-0178 ext. 7231 / ctorresr@suagm.edu

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I. INTRODUCTION

Sistema Universitario Ana G Méndez, Incorporado (SUAGM) will issue a refund check when student's financial aid or payments received exceed the tuition charges in his/her account.

II. GENERAL PROVISIONS

A. ISSUED REFUND:

1. A check will be issued and mailed to the student at the mailing address on record.
2. Students will be notified, via email or text message, that a check on his/her behalf have been issued and should receive it by mail.
3. Students will be responsible for any outstanding balance in their account that may result by any adjustment made in his or her academic load after the disbursement of the check.
4. All checks expire after 90 days after date of issuance.
5. After 90 days of check's date of issuance, funds will be returned to the corresponding funding source.

B. REFUND FOR NON-ATTENDANCE OR WITHDRAWAL COURSES:

1. **PARTIAL WITHDRAWAL** – Students, who withdraw from one of their enrolled courses, will be responsible for the full cost of the course.
2. **NON-ATTENDANCE** (Partial or Total) - Any student who does not attend an enrolled course will be automatically withdrawn and will be responsible for 25% of tuition cost of the enrolled course.
3. **MID POINT** – any student who obtains a WF in all their courses, at the end of the semester will be responsible for 50% of the total cost of their total tuition cost.

- 4. **TOTAL WITHDRAWAL** – Any student, who withdraws all of his-her enrolled courses, will be responsible for a prorated portion of his/her total tuition costs. This cost will be prorated according to the days attended to the enrolled courses until the withdrawal date in relation to the total number of days in the semester or the total days of a single “Part of Term”, as applicable).

C. CLAIMS CHECKS:

- 1. All claims, regarding this policy, shall be made in writing to the corresponding institution Bursar’s Office.

III. OTHER PROVISIONS

- A. The “refund for non- attendance or withdrawal courses” section above does not apply to the campuses located in Texas.
- B. SUAGM reserves the right to amend, partially or totally, this policy.

IV. APROVAL DATE

This policy is effective as of August 1, 2016.

V. APPROVALS



Alfonso L. Dávila Silva
Vice-President for Financial Affairs

August 1, 2016
Date



Carmelo Torres Reyes
Controller

August 1, 2016
Date