



STUDENT REFUND POLICY

1. Introduction

Austin University's student refund policy is designed to explain and facilitate the payment of student refunds of tuition and fees.

2. Student's Right to Cancel/ Withdraw.

Any student has the right, without explanation, to cancel his/her enrollment agreement and obtain a full refund of charges paid through attendance at the first class session, or the seventh day after enrollment, whichever is later. The cancellation must be in writing. Any student may withdraw from the school at any time, after classes start, and receive a pro rata refund of 60 percent (60%) or less, calculated based on the remaining scheduled days in the current payment period in the program, and based on the last day of attendance.

The refund granted will have a further deduction for a registration or administration fee, not to exceed \$250.00. The final refund amount will be paid or credited to the student within 45 days of withdrawal.

For the purpose of determining the final amount of the refund, the date of the student's withdrawal shall be deemed the last date of recorded attendance. The amount for refund equals the daily charge for the program calculated as follows: total institutional charge, minus non-refundable fees, divided by the number of days in the program, multiplied by the remaining number of days scheduled to attend prior to withdrawal.

For distance education students, scheduled days are based on a five-day week, which does not include Saturday or Sunday, or any recognized holiday as stated in the Austin University catalog.

For programs beyond the current "payment period," if the student obtains a loan to pay for an educational program, the student will have the responsibility to repay the full amount of the load plus interest, less the amount of any refund. The refund shall be sent to the lender, third party or, if appropriate, to the state or federal agency that guaranteed or reinsured the loan.

If the student has received federal student financial aid funds, the student is entitled to a refund of moneys not paid from the federal student financial aid program funds.

If the student is eligible for a loan guaranteed by the federal or state government and the student defaults on the loan, the following actions may occur:

Northern California Campus

5000 Executive Pkwy, Suite 230 • San Ramon, CA 94583
T. 925-272-7370 F. 925-272-7380 E. edu@austin.university



- The federal or state government or a loan guarantee agency may take action against the student, including applying any income tax refund to which the person is entitled to reduce the balance owed on the loan, and or;
- The student may not be eligible for any other federal student financial aid at another institution or other government assistance until the loan is repaid.
- Austin University shall pay or credit refunds within 45 days of a student's cancellation or withdrawal.

3. State of California Student Tuition Recovery Fund (STRF).

You must pay the State-imposed assessment for the Student Tuition Recovery Fund (STRF) if all of the following applies to you:

1. You are a student in an educational program, a California resident, or are enrolled in a residency program, and prepay all or part of your tuition either by cash, guaranteed student loans, or personal loans, and
2. Your total charges are not paid by any third-party payer such as an employer, government program, or other payer unless you have a separate agreement to repay the third party.

You are not required to pay the STRF assessment, if one or more of the following applies:

1. You are not a California resident
2. You are not enrolled in a residency program
3. Your total charges are paid by a third party, such as an employer, government program, or other payer, and you have no separate agreement to repay the third party.

California students must pay the state-imposed assessment for the Student Tuition Recovery Fund (STRF) if all of the following applies to you:

- You are a student, a California resident, or are enrolled in a residency program, and prepay all or part of your tuition either by cash, guaranteed student loans, or personal loans, and;
- Your total charges are not paid by any third-party payer such as an employer, government program, or other payer;
- Your total charges are paid by a third party, and you have a separate agreement to repay the third party.

The State of California created the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic losses suffered by students who are California residents, or are enrolled in a residency program, and who attend certain schools regulated by the Bureau for Private Post-Secondary Education (BPPE).

Northern California Campus

5000 Executive Pkwy, Suite 230 • San Ramon, CA 94583
T. 925-272-7370 F. 925-272-7380 E. edu@austin.university



You may be eligible for STRF benefits, if you are a California resident or are enrolled in a residency program, prepaid tuition, have paid the STRF assessment, and have suffered an economic loss as a result of one or more of the following:

- The school closed before the course of instruction was completed.
- The school's failure to pay refunds or charges on behalf of a student to a third party for license fees or any other purpose, or to provide equipment or materials for which a charge was collected within 180 days before the closure of the school.
- The school's failure to pay or reimburse loan proceeds under a federally guaranteed student loan program as required by law or to pay or reimburse proceeds received by the school prior to closure in excess of tuition and other cost.
- There was a material failure to comply with the CPPEA Act of 2009, or with the rules and regulations administered by the BPPE, within 30 days before the school closed. If the material failure began earlier than 30 days prior to closure, this period may go beyond 30-days.

4. Full Tuition Refund

A refund of tuition fees paid will be made if:

The University is unable to provide the academic course offered or the University withdraws an offer of enrollment for any reason (except if the student provided incomplete or incorrect information)

A student at Austin University has the right to cancel the enrollment agreement and obtain a refund of charges paid through attendance at the first class session, or the seventh day after enrollment, whichever is later.

Austin University will refund unearned institutional charges if the student cancels an enrollment agreement or withdraws during a period of attendance. Students will be eligible for a refund if they withdraw prior to completing 60 percent of the period. This refund will be prorated. Students having completed more than 60 percent are not entitled to a refund.

The refund granted will have a further deduction for a registration or administration fee, not to exceed \$250.00. The final refund amount will be paid or credited to the student within 45 days of withdrawal.

Northern California Campus

5000 Executive Pkwy, Suite 230 • San Ramon, CA 94583
T. 925-272-7370 F. 925-272-7380 E. edu@austin.university



Late Payments

In the case of students being late more than one month in paying their tuition fees, the university holds the right to apply late fees penalty and/or unroll/withdraw the student from the semester, module or year. If the student is over 3 months late in payment, the university holds the right to expel the student totally from the program."

How to request and receive a refund

Students must submit a written request using the form below and send it to refund@austin.university

Northern California Campus

5000 Executive Pkwy, Suite 230 • San Ramon, CA 94583
T. 925-272-7370 F. 925-272-7380 E. edu@austin.university



REFUND REQUEST FORM

A refund can be issued only when you have paid in full for the item that you wish to be refunded and there are no other debts (i.e. application fee, etc.). Your refund will be directly deposit in the account that you used to send the payment to Austin University

Full name _____
 ID/Passport number _____
 Date of birth _____
 Phone number _____
 Email _____

<p>Reason for refund Please detail the item that you wish to be refund and its reason (Reduce course load, degree complete, withdrawal, student award)</p>	
<p>Payment method</p>	<p><input type="checkbox"/> Bank transfer Bank detail:</p> <p><input type="checkbox"/> Paypal (only apply if you transferred the fee to Austin University via Paypal) Detail:</p>
<p>Request a refund for this amount:</p>	

Students must submit a written request using the form below and send it to refund@austin.university

Student signature: _____

Name: _____

Date: _____