

MURRAY STATE UNIVERSITY
REFUND POLICIES and PROCEDURES
Effective Fall 2004

POLICIES

The following policy sets forth the basis on which refunds will be provided to students who withdraw from the University or completes the drop process and shall be applied to all fees except those specifically identified as non-refundable.

1. Fees paid by students before the beginning of classes will be refundable in full provided the request for refund is filed on or before the first day of classes for the term for which the fees have been paid.
2. Fees which are considered non-refundable include:
 - a) Student ID card fee
 - b) Parking permit
 - c) Late registration fee
 - d) MSU Payment Plan monthly service charge fee
 - e) Housing activity fee
 - f) Towel fee
3. A student who completes an official withdrawal will receive a refund, based on percentage rates (See Withdrawal & Drop Table - item 12), of tuition, mandatory fees and Wellness Center fee and /or course fees. A refund would result if the student completes the official withdrawal form during the first 30 calendar days of classes for a full semester course(s). For shorter sessions, refer to refund dates published by the Office of the Bursar.
4. A student who completes the drop process through Racer Touch will receive a refund, based on percentage rates (See Withdrawal & Drop/Add Table - item 12) of tuition, mandatory fee, and Wellness Center fee and/or course fees. A refund would result if the student completes the drop process during the first 30 days of classes:
 - a) Drops below full-time
 - b) Is part-time or Distance Learning and drops a class or classes
 - c) Is full-time and drops a class with a refundable course fee
5. A reduction in a student's course load, which is the result of one of the following conditions, will receive a full refund for the tuition and fees for the dropped course if approved by the Registrar's Office.
 - a) University's cancellation of the course
 - b) The dropping of a course for which the student does not meet the prerequisites
6. Students residing in residence halls contract for fall and spring semesters. Refunds will not be made, except when a student withdraws from school or is married. Refunds which result from these exceptions are calculated using the appropriate percentage rate, from the table in item 12., at the time of the exception.
7. In order for a Housing deposit to be refunded, students must cancel their housing application in writing to the Director of Housing.

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8. Students purchasing meal plans have contracted for only one semester. Refunds will not be made, except when a student withdraws from school or is married. Refunds, which result from these exceptions, are calculated using the appropriate percentage rate, from the table in item 12., at the time of the exception. A refund which is a result of a selection change will be pro-rated based on the number of meals remaining.
9. In the event that a student has an outstanding account balance with the University, any refund will be applied to the student's account with the exception of students receiving federal financial aid.
10. Institutional refunds will be consistently applied to all students: however, when federal financial aid funds are disbursed to students either by a credit on their accounts and/or paid directly to them, the Federal Return Policy will be in compliance with the return Title IV, HEA funds to the various aid programs. In no event will funds be returned in excess of the amount received from a program. This policy will be consistently applied to all students receiving federal financial aid.
11. The Appeals Committee consists of the Fiscal Officer for Student Financial Aid - Bursar's Office, the Assistant Director of Student Financial Aid and the Registration Coordinator. The Committee will make decisions on the reduction of charges for tuition and related fees when a student withdraws from all or drops a portion of his/her classes for any semester.

An appeal must be requested within 90 days after the semester ends in which the appealed charges were assessed. After this date, no refunds will be made to the student as a result of an appeal; only the balance of the charges remaining on the students' account may be adjusted.

12. Refunds will result for students who withdraw or drop a class or classes based on the following table:

Withdrawal & Drop/Add Table

Course Length

%	15 Weeks or 117 Calendar Days *	2 ½ Weeks or 16 Calendar Days	5 Weeks or 34 Calendar Days	7 ½ Weeks or 51 Calendar Days	10 Weeks or 69 Calendar Days
100%	1 st - 3 rd Days of the Semester **	1 st Day of the Session **	1 st Day of the Session **	1 st Day of the Session **	1 st - 2 nd Days the of Session **
80%	4 th - 10 th Days	2 nd Day	2 nd - 3 rd Days	2 nd - 4 th Days	3 rd - 6 th Days
50 %	11 th - 30 th Days	3 rd - 4 th Days	6 th - 9 th Days	5 th - 13 th Days	7 th - 18 th Days
0 %	After Day 30	After Day 4	After Day 9	After Day 14	After Day 18

* Calendar days include Sunday - Saturday

** First official day for all MSU classes (Day school opens for the semester)

The above table may vary, depending on the exact number of days in each session. At the beginning of each semester official refund dates are published by the Office of the Bursar.

Any questions concerning the refund policy should be directed to the Office of the Bursar.

PROCEDURES

The following procedures for processing refunds will be provided to students who withdraw from the University or completes the drop process. These procedures are to be used in conjunction with the University's Refund Policy.

1. Housing Deposits

Cancellation of housing applications must be done in writing to the Director of Housing by the following dates:

- a) July 1 for the fall semester
- b) December 1 for the spring semester
- c) May 15 for the summer term
- d) Cancellations after the dates above will result in a forfeiture of the deposit.

2. Meal Plans

A Racer Elite meal plan purchased by a Junior or Senior offers a complete money-back guarantee if a student is not satisfied. However, in order to receive a complete refund, requests for refunds must be made to the Food Service Office, 1st Floor, Curris Center, within two weeks from the first day of classes or within two weeks from the date the meal plan was purchased, provided that the purchase date falls within the first month following the first day of classes.

3. Method of Refund

All refunds will be issued in the form of a check. The refund check will be mailed to the student's permanent address on file in the Admission's Office unless there is a refund address on file with the Office of the Bursar.

4. Appeals

Students wishing to appeal their refund amount must do so in writing to:

Attention: Fiscal Officer for Student Financial Aid
Student Loan Accounting, 200 Sparks Hall
Murray State University
Murray, KY 42071-3312