



## Applicant Fee Refund Policy

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Policy Number:	01082012B
Effective date:	July 28, 2020
Last reviewed date:	July 28, 2020
Owner:	Senior Vice President of Enrollment
Summary:	This policy describes University of the People's refund procedures

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### Policy Statement

The purpose of this policy is to describe the procedures in relation to refund processing fees paid to University of the People ("UoPeople", the "University") by applicants and students. This policy should be read in conjunction with the University's Financial Aid and Payments Policies, where relevant.

### University Fees and Refund Process

University of the People is a tuition-free, non-profit institution. Applicants and students are asked, however, to pay the following:

- One \$60 non-refundable application fee,
- \$120 assessment fee per undergraduate course; and
- \$240 assessment fee per graduate course.

These fees cover the institution's cost of delivering its educational services.

The processing of these fees is administrated by the Payments Office.

#### I. Assessment Fees

Refunds for assessment fees are not necessary nor applicable under the payment structure of UoPeople. This is because students are never charged up front to pay for assessment fees. Rather, students are asked to pay course assessment fees after the 5<sup>th</sup> week of each term. Those who wish to earn credit for a course pay the course assessment fee and take the final exam.

#### II. Application Processing Fee

The University's Application Processing Fee is \$60 USD and is non-refundable.

- (a) Applicants residing in Georgia, USA may request a refund for all monies, including non-refundable application fees if requested within three (3) business days after making a payment.

### **III. Conditions for a Refund**

Applicants who withdrew their application before an admissions decision was made, may write a formal request to their Admissions Advisor asking for a refund.

### **IV. Refund Processing**

The Payments Office will evaluate the request and has the discretion to accept or deny the request for a refund. Refunds will be available to the student within 30 days from the submission of the formal request via the same payment method the payment was made.

Individuals who are not satisfied with the outcome of any refund related decision are encouraged to communicate with the University directly for informal resolution of the matter.

If a satisfactory resolution cannot be reached at the institutional level, or a student wishes to file a complaint, students residing in the state of Georgia may contact the Georgia Nonpublic Postsecondary Education Commission at one of the following: Phone: (770) 414-3300, Fax: (770) 414-3309, Address: 2082 East Exchange Place, Suite 220, TUCKER, GA 30084, <https://gnpec.georgia.gov>.

For additional information about the University's Grievance Procedures, please refer to the University's online Catalog.