

	UNIVERSITY OF PASADENA (UPAS) Operational Procedures		
	Doc #: PO-AC-09.1	Title: Refund Policy	
	Rev #: 07	Approved By: Chief Executive Officer (CEO)	Date: 06 Sep 2021

REVISION HISTORY			
Rev No	Description of change	Author	Effective Date
1	New Procedure	Chief Academic Officer (CAO)	12 Oct 2015
2	No change	Chief Academic Officer (CAO)	10 Oct 2016
3	No change	Chief Academic Officer (CAO)	09 Oct 2017
4	No change	Chief Academic Officer (CAO)	08 Oct 2018
5	No change	Chief Academic Officer (CAO)	07 Oct 2019
6	No change	Chief Academic Officer (CAO)	02 Dec 2020
7	No change	Chief Academic Officer (CAO)	06 Sep 2021

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1. Purpose

1.1 This refund policy applies to any student request for cancellation or withdrawal from University of Pasadena if such request is made in accordance with the cancellation policy.

2. Scope

2.1 This policy applies to all students enrolled at University of Pasadena.

3. Definitions

3.1 Cancelling your registration means you are dropping all your courses before the first day of the term.

3.2 Refund means the balance tuition fee that is returned to students when they cancel or withdraw in writing from a course.


3.3 Withdrawing from the university means that you are dropping all your classes on or after the first day of the term.

4. Responsibility

4.1 The Chief Academic Officer (CAO) is responsible for the effective implementation of the policy.

5. Procedure/Process


- The student has the right to cancel from University at any time.
- If the student cancels from the class before the start of the first class or within 7 days of enrollment, whichever is later, the student will be refunded the full amount minus the non-refundable charges. The amount retained by the institution will be \$250 (two hundred and fifty dollars) application and registration fees.
- If the student cancels from the class after the cancellation period, the university will remit a pro-rata refund of the tuition and other refundable charges.
- The amount of the refund is determined by deducting the non-refundable fees from the total fees then dividing the number of hours in the course to calculate the hourly charge.
- The refund is the amount in excess of what the student owes for total hours of instruction completed, excluding the non-refundable \$250 for the Application and Registration fees.

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- The amount retained by the university will not exceed the \$50 (fifty dollars) Application Fee and the \$200 (two hundred dollars) Registration Fee for a total of \$250 (two hundred and fifty dollars).
- The date of withdrawal is the date of cancellation and is determined as the date the student notifies the university of the decision to cancel in writing, or the last date of attendance, if the student fails to notify the school. The student will be charged for all hours attended.
- UPAS follows a 15-week term and the courses are either 3-credit courses or 4-credit courses.
 - The 3-credit courses are conducted for 3 hours per week for a total of 45 class hours
 - The 4-credit courses are conducted for 4 hours per week for a total of 60 class hours.
- HYPOTHETICAL REFUND EXAMPLE:


Enrolled credit for the term	10
Number of hours of classes per week	10
Maximum possible class hours per term	10* 15 = 150 total hours
Tuition fee per credit	\$50.00
Per class hour cost	$(10 * \$50.00) / 150 = \3.33
Application + registration fee	\$250.00
Total tuition fees paid by the student	$\$250 + (10 * 50) = \750.00
Total hours attended by the student	60 hours
Total due to school	$\$250 + (60 * \$3.33) = \$450.00$
Total due to student	$\$750 - \$450 = \$300.00$

If in the example above, the student cancels the class before the start of the first class or within seven days of enrolment, whichever is later, the student will be refunded the full tuition fee of \$500.00. The amount retained by the school will be \$250 (two hundred and fifty dollars) application and registration fees.

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- After the institution receives the cancellation or withdrawal request, the processes it and admissions team will determine the refund as per the refund policy.
- Once the refund amount is determined, the accounts department is notified to process the refund and student record is updated to reflect the refund amount
- Once the refund amount is made to the student, the accounts personnel updates the student record with refund amount and date when the refund was processed.
- If the institution sent the first lesson and materials before an effective cancellation notice was received, the institution will make a refund within 30 days after the student's return of the materials. (5,CCR §71716(b))
- If the student is not eligible for any refund and he has paid the tuition-in-full, the student is eligible to receive all materials, kits and equipment as applicable.
- UPAS will make all refunds within 30 days of receiving written cancellation.
- The University will refund money collected from a third party on the student's behalf, if the university cancels or discontinues the course in which the student is enrolled, or if the student drops out.
- If any portion of the tuition was paid from the proceeds of a third party, the refund will be sent to the lender or agency that guaranteed the funds.
- Any remaining amount will first be used to repay any student financial aid programs from which the student received benefits, in proportion to the benefits received.
- Any remaining amount of money will be paid to the student. If the student receives federal student financial aid funds to pay for an educational program, the student is entitled to a refund of the money not paid from federal financial aid funds.
- If the student obtains a loan the student will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund.
- If the student defaults on a federal or state loan, both of the following may occur: (1) The federal or state government or a loan guarantee agency may take action against the student, including garnishing an income tax refund; and (2) The student may not be eligible for any other government financial assistance at another institution until the loan is repaid.
- All requests for withdrawal or dropping of courses must be submitted in writing (as per the cancellation policy) for a refund to the following address or by email to admissions@upasadena.org:

University of Pasadena
 1600 E. Francisquito Av,
 West Covina,
 CA 91791
 Phone: 626.600.8727

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6. Review

The refund policy is reviewed every year by University of Pasadena.