



Cancellation Policy

A full refund will be made to any student who cancels the enrollment contract within 72 hours (until midnight of the third day excluding Saturdays, Sundays, and legal holidays) after the enrollment contract is signed. A full refund will also be made to any student who cancels enrollment within the student's first three scheduled class days, except that the school may retain not more than \$100 in any administrative fees charged, as well as items of extra expense that are necessary for the portion of the program attended and stated separately on the enrollment agreement.

GI BILL® and VR&E BENEFICIARIES

GI Bill® and VR&E beneficiaries (Chapter 33 and Chapter 31 beneficiaries) can attend a course of education or training for up to 90 days from the date the beneficiary provides a certificate of eligibility, or valid VAF 28-1905. This allows a student to attend the course until VA provides payment to the institution. ACI will not impose a penalty or require the beneficiary to borrow additional funds to cover tuition and fees due to late payments from VA. Section 103 requires a State Approving Agency (SAA), or the Department of Veterans Affairs (VA) when acting in the role of the SAA, to disapprove certain courses of education. VA can grant a waiver to these requirements.

Refund Policy

1. Refund computations will be based on scheduled course time of classes through the last documented day of an academically related activity. Leaves of absence, suspensions and school holidays will not be counted as part of the scheduled class attendance.
2. The effective date of termination for refund purposes will be the earliest of the following:
 - a) the date of termination, if the student is terminated by the school;
 - b) the date of receipt of written notice from the student; or
 - c) ten school days following the last date of attendance.
3. If tuition and fees are collected in advance of entrance, and if after expiration of the 72-hour cancellation privilege the student does not enter school, not more than \$100 in any administrative fees charged shall be retained by the school for the entire residence program or synchronous distance education course.
4. If a student enters a residence or synchronous distance education program and withdraws or is otherwise terminated, the school or college may retain not more than \$100 in administrative fees charged for the entire program. The minimum refund of the remaining tuition and fees will be the pro rata portion of tuition, fees, and other charges that the number of hours remaining in the portion of the course or program for which the student has been charged after the effective date of termination bears to the total number of hours in the portion of the course or program for which the student has been charged, except that a student may not collect a refund if the student has completed 75 percent or more of the total number of hours in the portion of the program for which the student has been charged on the effective

date of termination. (More simply, the refund is based on the precise number of course time hours the student has paid for, but not yet used, at the point of termination, up to the 75% completion mark, after which no refund is due.)

5. Refunds for items of extra expense to the student, such as books, tools, or other supplies are to be handled separately from refund of tuition and other academic fees. The student will not be required to purchase instructional supplies, books and tools until such time as these materials are required. Once these materials are purchased, no refund will be made. For full refunds, the school can withhold costs for these types of items from the refund as long as they were necessary for the portion of the program attended and separately stated in the enrollment agreement. Any such items not required for the portion of the program attended must be included in the refund.
6. A student who withdraws for a reason unrelated to the student's academic status after the 75 percent completion mark and requests a grade at the time of withdrawal shall be given a grade of "incomplete" and permitted to re-enroll in the course or program during the 12-month period following the date the student withdrew without payment of additional tuition for that portion of the course or program.
7. A full refund of all tuition and fees is due and refundable in each of the following cases:
 - a) an enrollee is not accepted by the school;
 - b) if the course of instruction is discontinued by the school and this prevents the student from completing the course; or
 - c) if the student's enrollment was procured as a result of any misrepresentation in advertising, promotional materials of the school, or representations by the owner or representatives of the school.

A full or partial refund may also be due in other circumstances of program deficiencies or violations of requirements for career schools and colleges.

Refund Policy for Seminars

1. Refund computations will be based on the period of enrollment computed on basis of course time (clock hours).
2. The effective date of termination for refund purposes will be the earliest of the following:
 - (a) the last date of attendance; or
 - (b) the date of receipt of written notice from the student.
3. If tuition and fees are collected in advance of entrance, and the student does not enter school, not more than \$100 shall be retained by the school.
4. If the student fails to enter the seminar, withdraws, or is discontinued at any time before completion of the seminar, the student will be refunded the pro rata portion of tuition, fees, and other charges that the number of class hours remaining in the seminar after the effective date of termination bears to the total number of class hours in the seminar.
5. A full refund of all tuition and fees is due in each of the following cases:
 - (a) an enrollee is not accepted by the school;
 - (b) if the seminar of instruction is discontinued by the school and thus prevents the student from completing the seminar; or

- (c) if the student's enrollment was procured as a result of any misrepresentation in advertising, promotional materials of the school, or misrepresentations by the owner or representatives of the school.

Refund Policy for Students Called to Active Military Service

A student of the school or college who withdraws from the school or college as a result of the student being called to active duty in a military service of the United States or the Texas National Guard may elect one of the following options for each program in which the student is enrolled:

- (a) if tuition and fees are collected in advance of the withdrawal, a pro rata refund of any tuition, fees, or other charges paid by the student for the program and a cancellation of any unpaid tuition, fees, or other charges owed by the student for the portion of the program the student does not complete following withdrawal;
- (b) a grade of incomplete with the designation "withdrawn-military" for the courses in the program, other than courses for which the student has previously received a grade on the student's transcript, and the right to re-enroll in the program, or a substantially equivalent program if that program is no longer available, not later than the first anniversary of the date the student is discharged from active military duty without payment of additional tuition, fees, or other charges for the program other than any previously unpaid balance of the original tuition, fees, and charges for books for the program; or
- (c) the assignment of an appropriate final grade or credit for the courses in the program, but only if the instructor or instructors of the program determine that the student has:
 - 1) satisfactorily completed at least 90 percent of the required coursework for the program; and
 - 2) demonstrated sufficient mastery of the program material to receive credit for completing the program.

Refunds will be totally consummated within 60 days after the effective date of termination.

Title IV Refund Policy

RETURN OF TITLE IV, HEA POLICY

When you apply for financial aid, you sign a statement that you will use the funds for educational purposes only. Therefore, if you withdraw before completing your program, a portion of the funds you received may have to be returned. Austin Career Institute will calculate the amount of tuition to be returned to the Title IV, HEA Federal fund programs according to the policies listed below.

RETURN TO TITLE IV FUNDS POLICY

This policy applies to students who **withdraw officially, unofficially or fail to return from a Leave of Absence or are dismissed from enrollment** at Austin Career Institute. It is separate and distinct from the Austin Career Institute refund policy. (Refer to Austin Career Institute's Refund Policy.)

The calculated amount of the Return of Title IV, HEA (R2T4) funds that are required for the students affected by this policy are determined according to the following definitions and procedures as prescribed by regulations.

The amount of Title IV, HEA aid earned is based on the amount of time a student spent in academic attendance and the total aid received; it has no relationship to the student's incurred institutional charges. Because these requirements deal only with Title IV, HEA funds, the order of return of **unearned** funds do not include funds from sources other than the Title IV, HEA programs.

Title IV, HEA funds are awarded to the student under the assumption that they will attend school for the entire period for which the aid is awarded. When student withdraws, they may no longer be eligible for the full amount of Title IV, HEA funds that were originally scheduled to be received. Therefore, the amount of Federal funds earned must be determined. If the amount disbursed is greater than the amount earned, unearned funds must be returned.

The institution has 45 days from the date that the institution determines that the student withdrew to return all unearned funds for which it is responsible. The school is required to notify the student if they owe a repayment via written notice.

The school must advise the student or parent that they have 14 calendar days from the date that the school sent the notification to accept a post-withdraw disbursement. If a response is not received from the student or parent within the allowed time frame or the student declines the funds, the school will return any earned funds that the school is holding to the Title IV, HEA programs.

“Official” Withdrawal from the School

A student is considered to be “Officially” withdrawn on the date the student notifies the Financial Aid Director or School Director, in writing, of their intent to withdraw. The date of the termination for return and refund purposes will be the earliest of the following for official withdrawal:

1. Date student provided official notification of intent to withdraw, in writing or orally.
2. Date the student began the withdrawal from Austin Career Institute records. A student is allowed to rescind their notification in writing and continue the program. If the student subsequently drops, the student's withdrawal date is the original date of notification of intent to withdraw.

Upon receipt of the official withdrawal information, Austin Career Institute will complete the following:

1. Determine the student's last date of attendance as of the last recorded date of academic attendance on the school's attendance record;
2. Two calculations are performed:
 - a. The student's ledger card and attendance record are reviewed to determine the calculation of Return of Title IV, HEA funds the student has earned, and if any, the amount of Title IV funds for which the school is responsible. Returns made to the Federal Funds Account are calculated using the Department's Return of Title IV, HEA Funds Worksheets, scheduled attendance and are based upon the payment period.
 - b. Calculate the school's refund requirement (see school refund calculation)
3. The student's grade record will be updated to reflect their final grade.
4. Austin Career Institute will return the amount for any unearned portion of the Title IV funds for which the school is responsible within 45 days of the date the official notice was provided.
5. They will provide the student with a letter explaining the Title IV, HEA requirements:

- a. The amount of Title IV assistance the student has earned. This amount is based upon the length of time the student was enrolled in the program based on scheduled attendance and the amount of funds the student received.
 - b. Any returns that will be made to the Title IV, HEA Federal program on the student's behalf as a result of exiting the program. If a student's scheduled attendance is more than 60% of the payment period, he/she is considered to have earned 100% of the Federal funds received for the payment period. In this case, no funds need to be returned to the Federal funds.
 - c. Advise the student of the amount of unearned Federal funds and tuition and fees that the student must return, if applicable.
6. Supply the student with ledger card record noting outstanding balance due to the school and the available methods of payment. A copy of the completed worksheet, check, letter, and final ledger card will be kept in the student's file.

In the event a student decides to rescind their official notification to withdraw, the student must provide a signed and dated written statement that they are continuing their program of study and intends to complete the payment period. Title IV, HEA assistance will continue as originally planned. If the student subsequently fails to attend or ceases attendance without completing the payment period, the student's withdrawal date is the original date of notification of intent to withdraw.

Unofficial Withdrawal from School

In the event that the school unofficially withdraws a student from school, the school Director and/or Admissions Director must complete the Withdrawal Form using the last date of attendance as the drop date.

Any student that does not provide official notification of their intent to withdraw and is absent for more than 10 days (14 consecutive calendar days), will be subject to termination and considered to have unofficially withdrawn.

Within one week of the student's last date of academic attendance, the following procedures will take place:

1. The education office will make three attempts to notify the student regarding their enrollment status;
2. Determine and record the student's last date of attendance as the last recorded date of academic attendance on the attendance record;
3. The student's withdrawal date is determined as the date the day after 14 consecutive calendar days of absence;
4. Notify the student in writing of their failure to contact the school and attendance status resulting in the current termination of enrollment;
5. Austin Career Institute calculates the amount of Federal funds the student has earned, and, if any, the amount of Federal funds for which the school is responsible;
6. Calculate the school's refund requirement (see school refund calculation); Austin Career Institute's Executive Financial Director will return to the Federal fund programs any unearned portion of Title IV funds for which the school is responsible within 45 days of the date the withdrawal determination was made and note return on the student's ledger card.
7. If applicable, Austin Career Institute will provide the student with a refund letter explaining Title IV requirements:

- a. The amount of Title IV aid the student has earned based upon the length of time the student was enrolled and scheduled to attend in the program, and the amount of aid the student received.
 - b. Advise the student in writing of the amount of unearned Title IV aid and tuition and fees that they must return, if applicable
 - c. Supply the student with a final student ledger card showing outstanding balance due the school and the available methods of payment.
8. A copy of the completed worksheet, check, letter, and final ledger card will be kept in the student's file.

Disbursement Restrictions – 30 Day, First time, First Year Undergraduate Students

There are some Title IV, HEA funds that the student was scheduled to receive that cannot be disbursed to them once they withdraw because of other eligibility requirements.

For example, if they are a first-time, first-year undergraduate student and they have not completed the first 30 days of their program before they withdraw, they will not receive any Direct Loan funds that they would have received had they remained enrolled past the 30th day.

Earned AID:

Title IV, HEA aid is earned in a prorated manner on a per diem basis (calendar days or clock hours) up to the 60% point in the payment period. Title IV, HEA aid is viewed as 100% earned after that point in time. A copy of the worksheet used for this calculation can be requested from the financial aid director.

Withdraw Before 60%

The institution must perform a R2T4 to determine the amount of earned aid through the 60% point in each payment period or period of enrollment. The institution will use the Department of Education's prorate schedule to determine the amount of the R2T4 funds the student has earned at the time of withdraw.

Withdraw After 60%

After the 60% point in the payment period or period of enrollment, a student has earned 100% of the Title IV, HEA funds he or she was scheduled to receive during this period. The institution must still perform a R2T4 to determine the amount of aid that the student has earned.

The Calculation Formula:

Determine the amount of Title IV, HEA aid that was disbursed plus Title IV, HEA aid that could have been disbursed.

Calculate the percentage of Title IV, HEA aid earned:

- a. Divide the number of clock hours scheduled to be completed in the payment period as of the last date of attendance in the payment period by the total clock hours in the payment period.

$$\frac{\text{HOURS SCHEDULED TO COMPLETE}}{\text{TOTAL HOURS IN PERIOD}} = \% \text{ EARNED}$$

- b. If this percentage is greater than 60%, the student earns 100%.
- c. If this percent is less than or equal to 60%, proceed with calculation.

Percentage earned from (multiplied by) Total aid disbursed or could have been disbursed = AMOUNT STUDENT EARNED.

Subtract the Title IV aid earned from the total disbursed = AMOUNT TO BE RETURNED.

100% minus percent earned = UNEARNED PERCENT

Unearned percent (multiplied by) total institutional charges for the period = AMOUNT DUE FROM THE SCHOOL.

If the percent of Title IV aid disbursed is greater than the percent unearned (multiplied by) institutional charges for the period, the amount disbursed will be used in place of the percent unearned.

If the percent unearned (multiplied by) institutional charges for the period is less than the amount due from the school, the student must return or repay one-half of the remaining unearned Federal Pell Grant.

Student is not required to return the overpayment if this amount is equal to or less than 50% of the total grant assistance that was disbursed /or could have been disbursed. The student is also not required to return an overpayment if the amount is \$50 or less.

Austin Career Institute will issue a grant overpayment notice to the student within 30 days from the date the school's determination that student withdrew, giving student 45 days to either:

1. Repay the overpayment in full to Austin Career Institute or Sign a repayment agreement with the U.S. Department of Education.

Order of Return

Austin Career Institute is authorized to return any excess funds after applying them to current outstanding Cost of Attendance (COA) charges. A copy of the Institutional R2T4 work sheet performed on the student's behalf is available through the office upon student request.

In accordance with Federal regulations, when Title IV, HEA financial aid is involved, the calculated amount of the R2T4 Funds is allocated in the following order:

- Unsubsidized Direct Stafford loans (other than PLUS loans).
- Subsidized Direct Stafford loans.
- Parent Plus loans – received on behalf of the student.
- Direct PLUS loans - received on behalf of the student.
- Federal Pell Grants for which a Return is required.
- Iraq and Afghanistan Service Grant for which a Return is required.
- Federal Supplemental Educational Opportunity Grant.

- Other Title IV, HEA assistance.

Post-Withdrawal Disbursement

If the student did not receive all the funds that they earned, they may be due a post-withdrawal disbursement. If the post-withdrawal disbursement includes loan funds, Austin Career Institute must get the student's permission before it can disburse them. The student may choose to decline some or all the loan funds so that they don't incur additional debt. Austin Career Institute may automatically use all or a portion of the student's post-withdrawal disbursement of grant funds for tuition, and fees (as contracted with the student).

Austin Career Institute needs the student's permission to use the post-withdrawal grant disbursement for all other school charges. If the student does not give their permission (some schools ask for this when students enroll), they will be offered the funds. However, it may be in the student's best interest to allow Austin Career Institute to keep the funds to reduce the student's debt at the school.

Time frame for returning an unclaimed Title IV, HEA credit balance

If a school attempts to disburse the credit balance by check and the check is not cashed, the school must return the funds no later than 240 days after the date the school issued the check.

If a check is returned to a school or an EFT is rejected, the school may make additional attempts to disburse the funds, provided that those attempts are made not later than 45 days after the funds were returned or rejected. When a check is returned or EFT is rejected and the school does not make another attempt to disburse the funds, the funds must be returned before the end of the initial 45-day period.

The school must cease all attempts to disburse the funds and return them no later than 240 days after the date it issued the first check.

Institution Responsibilities in regards to return of Title IV, HEA funds

Austin Career Institute's responsibilities in regard to Title IV, HEA funds follow:

- Providing students information with information in this policy;
- Identifying students who are affected by this policy and completing the return of Title IV, HEA funds calculation for those students;
- Returning any Title IV, HEA funds due to the correct Title IV, HEA programs.

The institution is not always required to return all the excess funds; there are situations once the R2T4 calculations have been completed in which the student must return the unearned aid.

Overpayment of Title IV, HEA Funds

Any amount of unearned grant funds that you must return is called overpayment. The amount of grant overpayment that you must repay is half of the grant funds you received or were scheduled to receive. You must make arrangement with Austin Career Institute or the Department of Education to return the amount of unearned grant funds.

Return of Title IV, HEA Funds: Student Responsibilities

- Return to the Title IV, HEA programs any funds that were dispersed to the student in which the student was determined to be ineligible for via the R2T4 calculation.
- Any notification of withdraw should be in writing and addressed to the appropriate institutional official.
- A student may rescind their notification of intent to withdraw. Submissions of intent to rescind a withdraw notice must be filed in writing.
- Either these notifications, to withdraw or to rescind a withdraw, must be made to the official records/registration personnel at the school.

Refund vs. Return to Title IV, HEA Funds

The requirements for the Title IV, HEA program funds when students withdraw are separate from any refund policy that Austin Career Institute may have to return to the student due to a cash credit balance. Therefore, the student may still owe funds to the school to cover unpaid institutional charges. Austin Career Institute may also charge the student for any Title IV, HEA program funds that it was required to return on the student's behalf.

Students may ask Austin Career Institute for a copy of the Refund Policy.

Return to Title IV, HEA Questions

If the student has questions regarding Title IV, HEA program funds after visiting with Austin Career Institute's Financial Aid Director, they may call the Federal Student Aid Information Center at 1-800-4-fedaaid (800-433-3243). TTY users may call 800-730-8913. Information is also available on student aid on the web at www.studentaid.ed.gov.

***This policy is subject to change at any time, and without prior notice.**

Leave of Absence:

- An authorized Leave of Absence (LOA) is a temporary interruption in the student's program of study.
- The LOA refers to a specific period of time in which a student is not in attendance.
- An LOA is not required during an institutional break, however; a scheduled break may occur during an LOA.
- An LOA must meet certain conditions to be counted as a temporary interruption (LOA) instead of being counted as a withdrawal, which would then require Austin Career Institute to perform a withdrawal calculation.
- Austin Career Institute will not assess the student any additional charges as a result of the LOA.
- A student who must take an approved Leave of Absence (LOA) or must withdraw from training for nonacademic reasons may return to Austin Career Institute with no loss of SAP if the student was making SAP when the student left.
- To qualify for an authorized LOA:
 - The student must follow Austin Career Institute's Leave of Absence Policy when requesting an LOA.
 - There must be reasonable expectations that the student will return from the LOA.
 - The LOA must be requested and approved in writing according to Austin Career Institute's LOA Policy and prior to LOA occurring unless there is an unforeseen circumstance that would prevent the student from requesting in advance.
 - The LOA must be dated and signed by the student.
 - The student must provide documentation to substantiate the LOA.

- The student is required to list the reason for the LOA.
 - Emergency LOA, without prior written request, may be granted provided the student completes the LOA form and returns it to Austin Career Institute via mail or in person within a reasonable resolution of the emergency.
 - The first date of the LOA would be the beginning date of the approved LOA where the student, due to an emergency, was unable to attend Austin Career Institute.
 - A student granted an LOA that meets the criteria is not considered to have withdrawn, and no refund calculation is required at that time.
 - A student may be granted a LOA for any of the following reasons:
 1. Emergency medical issues
 2. Military requirements
 3. Jury duty
 4. Mitigating circumstances beyond the student's control
 5. Academy staff recommendation
- The day the student returns from an LOA, the student is required to inform staff in the financial aid office and education office of their return.
 - A leave of absence extends the student's contract period and maximum time frame by the same number of days taken in the Leave of Absence without penalty to the student.
 - All parties must initial changes to the contract period on the Enrollment Agreement or an addendum must be signed and dated by all parties to reflect the new contract end date.
 - If the student takes an unapproved LOA or does not return from an approved LOA, at the expiration of the LOA:
 - Austin Career Institute is required to take attendance, therefore; the withdrawal date for the purpose of calculating a refund is always the last date of attendance as listed in the student's attendance records.
 - Austin Career Institute permits more than one LOA provided the total number of days of all LOAs does not exceed 180 calendar days in any 12-month period.
 - If a student needs an extension to their LOA, pending all 180 calendar days have not been used in prior LOA(s), the student must complete a new LOA request form, prior to concluding the current LOA, outlining the details for the requested extension.
 - If the student is receiving consumer loans and/or federal funding, no aid (consumer or federal aid funding) will be disbursed during the LOA.
 - If the student does not return from the LOA, the student will be dropped from Austin Career Institute.
 - The student's Title IV loans (if applicable) will enter into repayment 6 months from the student's last date of attendance.
 - Any consumer loan repayment will be per the terms of the consumer loan.

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