



Sistema Universitario
Ana G. Méndez

Vice-Presidency for Financial Affairs
Collection Office

REFUND POLICY PUERTO RICO CAMPUSES

POLICY No. Translation of the Policy in Spanish VPAF-14-004-02

Approved: Vice-President for Financial Affairs
Issued: July, 2014
Revised: March, 2017
Refer question to: Carmelo Torres Reyes, Controller/ (787) 751-0178 ext. 7231 / ctorres@suagm.edu

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I. INTRODUCTION

Sistema Universitario Ana G Méndez, Incorporado (SUAGM) will issue a refund check when student's financial aid or payments received exceed the tuition charges in his/her account.

II. GENERAL PROVISIONS

A. ISSUED REFUND:

1. A check will be issued and mailed to the student at the mailing address on record.
2. The student will be notified, via email or text message, that a check on his/her behalf has been issued and should receive it by mail.
3. The student will be responsible for any outstanding balance in their account that may result by any adjustment made in his or her academic load after the disbursement of the check.
4. All checks expire after 90 days after date of issuance.
5. After 90 days of check's date of issuance, funds will be returned to the corresponding funding source.

B. REFUND FOR NON- ATTENDANCE OR WITHDRAWAL COURSES:

1. **PARTIAL WITHDRAWAL** – Any student, who withdraw from any of his/her enrolled courses, will be responsible for the full cost of the course.
2. **NON-ATTENDANCE** (Partial or Total) – Any student who does not attend an enrolled course will be automatically withdrawn and will be responsible for 25% of tuition cost of the enrolled course.

3. **MID POINT** – Any student who obtains a WF in all their courses, at the end of the semester will be responsible for 50% of the total cost of their total tuition cost.
4. **TOTAL WITHDRAWAL** – Any student, who withdraws from all enrolled courses, will be responsible for a prorated portion of his/her total tuition costs. This cost will be prorated according to the number of days attended in the enrolled courses up to the withdrawal date in relation to the total number of days in the semester or the total number of days in a single "Part of Term", as applicable.

C. CLAIMS CHECKS:

1. All claims, regarding this policy, shall be made in writing to the corresponding institution Bursar's Office.

III. OTHER PROVISIONS:

- A. This policy applies only to the students of the SUAGM's campuses located in Puerto Rico.
- B. For Progama AHORA's students only the partial withdrawal adjustment will apply.
- C. SUAGM reserves the right to amend, partially or totally, this policy

IV. APPROVAL DATE

This policy is effective as of March 30, 2017

V. APPROVALS



Alfonso L. Davila Silva
Vice-President for Financial Affairs



Carmelo Torres Reyes
Controller