

Procedures for College Withdrawal from Residency, Course Withdrawals, and Refund Calculations
Effective Date: July 1, 2019

I. Introduction

A student may voluntarily withdraw from the College for personal or medical reasons or the College may involuntarily withdraw a student from the College for medical reasons. These procedures should at all times be interpreted consistent with Policy G6.21 and A06.2. Suspension, separation, or dismissal of students for disciplinary reasons shall be governed by Policy S1.3. Separation of students for Academic reasons shall be governed by Policy A08.1 and A17.1.

Students may withdraw from individual courses or from their academic program for the current term up and until the Last Day for Course Withdrawal as determined by the Vice President for Academic Affairs or designee. The Last day for Course Withdrawal will vary based on the Academic Calendar.

Procedures for administering the withdrawal and refund process shall be created and reviewed periodically by the College. The procedures shall be maintained by the Office of General Counsel. The General Counsel shall publish the procedures on their website or in another area of the website as designated by the General Counsel, and these procedures shall become the official version of the procedures. Changes made to the procedures during an academic year shall be published electronically in the same area of the website where the procedures were originally published.

II. Voluntary Withdrawal for Personal Reasons

- a) A student may voluntarily withdraw from the College for personal reasons. Personal reasons are defined as any legitimate reason other than a medical reason. Students must petition the Standards and Standing Committee to withdraw from a course or the College after the official withdrawal deadline.
- b) A student who wishes to withdraw from the College for personal reasons must sign and complete the College Withdrawal Form, which is available from the Office of Academic Services & Advising.
- c) A student withdrawing for personal reasons must receive the signed approval of the Director of the Office of Academic Services & Advising in consultation with the Vice President for Academic Affairs or designee. Signed approval will normally only be granted upon the student's completion and submission of the College Withdrawal Form and the completion of an Exit Interview with the Office of Academic Services & Advising. Students who voluntarily withdraw from the College after the official withdrawal date will be withdrawn at the end of the applicable semester and may receive grades earned to date.

Students contemplating a withdrawal or change in their enrollment status are encouraged to meet with the Student Financial Assistance Office prior to completing the withdrawal process to discuss the financial impact of their decision, including refund eligibility, Satisfactory Academic Progress requirements, and future eligibility for financial aid.

- d) Sometimes, a student may stop attending class or otherwise leaves or does not return to the College (following a winter or summer break), but does not complete the College Withdrawal Form or otherwise comply with these procedures. In such cases, the student shall be deemed withdrawn from the College on the day following the last day for “Add/Drop” as listed on the Academic Calendar or at an earlier or later date as determined by the College based on the factual circumstances. In such cases, the College’s designation of the student as a withdrawal shall only be changed or amended upon the recommendation of the Vice President for Academic Affairs or their designee.

III. Course Withdrawals

- a) Course withdrawals are only granted for legitimate reasons as the discretion of the Director of the Office of Academic Services & Advising.
- b) Prior to granting a course withdrawal, the Director of the Office of Academic Services & Advising may require the student to meet with their instructor or advisor to review the academic consequences of the withdrawal. Students are also encouraged to meet with the Student Financial Assistance Office to discuss the financial implications of course withdrawal.
- c) If course withdrawal is due to a medical reason, the College requires that the student provide primary medical documentation to the College’s Designated Health Care Professional(s) prior to the approval of the course withdrawal. The documentation required will be determined on a case-by-case basis based on the nature of the medical reason presented.
- d) In the case of a medical course withdrawal, the Director of the Office of Academic Services & Advising shall contact, based on the nature of the medical reason presented, either the Director of Counseling Services or the Director of Health Services (the Designated Health Care Professional) and inform them of the need for a medical withdrawal consultation. The Designated Health Care Professional will determine the documentation required, inform the student of the documentation required, review the documentation, and provide written confirmation to the Director of the Office of Academic Services & Advising that the documentation presented is sufficient.
- e) In the case of a medical course withdrawal, upon receipt of written confirmation of sufficiency, the Director of the Office of Academic Services & Advising may grant the course withdrawal.

IV. Voluntary Withdrawals from Residency for Personal Reasons

- a) A student may voluntarily withdraw from residency for personal reasons. Personal reasons are defined as any legitimate reason other than a medical reason.
- b) A student who wishes to withdraw from residency for personal reasons must complete the online Housing Withdrawal Form, available on the Office of Residence Life website.
- c) Students are not guaranteed or promised a return to residency after voluntarily withdrawing from College housing. Students seeking residency in such cases should discuss any available options with the Director of Residence Life or designee.
- d) Students who are suspended or dismissed from residency as a result of disciplinary sanction should refer to Policy E01.4 and Policy S1.3 as well as the specific requirements of their hearing outcome letter to determine their eligibility for a return to residency.

V. Medical Withdrawals from the College or from College Residency

a) Voluntary Withdrawals

1. Ordinarily, a student must commence the voluntary withdrawal process, in compliance with this Section V, within 15 days of leaving the College.
2. A student may voluntarily withdraw from the College or from residency for medical reasons. Medical reasons include physical or mental health conditions that prevent or constructively prevent a student from participating in the academic or residential programs offered by the College in any meaningful way.
3. If a student indicates the withdrawal is medical in nature, the withdrawal will be processed as of the date of notification. For a student to be approved for a medical withdrawal and eligible for a potential institutional refund, the student must submit supporting documentation within 30 days of the withdrawal to either Counseling Services or Health Services, whichever office is most appropriate given the nature of the medical situation. Students withdrawing citing medical reasons will need to follow a reentry process, as outlined by the Office of Student Affairs, in order to return to the College.
4. A medical withdrawal may only be approved by the Vice President for Student Affairs or designee.

b) Involuntary Withdrawals

1. Ordinarily, a medical withdrawal will result from the student's voluntary efforts. In exceptional circumstances, a student may be asked to leave the College or the residence halls involuntarily until the circumstances have abated. In this case, the student may be eligible to receive a refund based upon the institutional refund schedule.
2. An involuntary medical withdrawal may be presented to the student by the Vice President for Student Affairs or designee in consultation with the College's Designated Health Care Professional(s). An involuntary medical withdrawal must involve a strong likelihood of one or more of the following:
 - serious risk of physical harm to the student;
 - serious risk of physical harm to other persons;
 - a reasonable risk of physical impairment or injury to the student themselves because of impaired judgment that would not allow the student to live independently in College residence halls;
 - a reasonable risk of physical impairment or injury to the student themselves because of impaired judgment that would not allow the student to protect themselves in the community;
 - a reasonable risk of physical impairment or injury to the student themselves because of impaired judgment that would not allow the student to perform the essential functions of an educational program without requiring unreasonable modification of the program; or
 - a serious risk of substantially altering the living, learning, or residential program(s) of the College.

The reasons for the recommendation must be documented in writing. Whenever reasonably possible, a meeting between the student and the Vice President for Student

Affairs or designee will be held prior to the imposition of an involuntary medical withdrawal for the student to present their version of the facts and to indicate why an involuntary medical withdrawal should not be invoked. Following this meeting, the decision of the Vice President for Student Affairs or designee will be final. Once approved, the terms of the involuntary medical withdrawal become effective immediately and the student will be required to leave the residence halls or campus immediately. In the case of emergencies, advance notice may not be possible.

- c) Return after Voluntary or Involuntary Medical Withdrawals
 1. In order to return to academic course work or live independently in College residence halls, a student must present documentation in writing that the medical problem no longer precludes safe attendance at the College, including the successful completion of academic coursework or the ability to live independently in College residence halls. The student may be required to meet with the Director of Counseling Services or the Director of Health Services, or designees, for an assessment. The student may also be required to permit their health care provider(s) to consult with the Vice President for Students Affairs or designee, Director of Counseling Services, or the Director of Health Services, or designees, regarding the student's ability for successful completion of academic coursework or their ability to live independently in College residence halls.
 2. The Vice President for Student Affairs or designee, in consultation with the College's Designated Health Care Professional(s) and Academic Professionals, will make the final decision of whether or not a student may return to academic coursework or College residence halls. No College office may grant readmission or conditional readmission to a student, or allow a student to register or receive financial or institutional aid, who has been away from the College for a medical reason without first receiving the written approval of the Vice President for Student Affairs or designee.
 3. While a student is on a voluntary or involuntary medical leave, they will not be eligible to participate in the housing selection process or reserve a specific housing assignment.

If a student has left the College for any period of time because of a medical reason, even if a voluntary or involuntary medical withdrawal has not been processed, the student shall be subject to the conditions of return after a medical withdrawal as described herein. The College reserves the right to withdraw any student who fails to comply with this process.

VI. Retroactive Withdrawal

- a) A retroactive withdrawal from the College may be requested in order to complete a late medical withdrawal from an academic term. A student may request that all grades in an academic period be retroactively removed and replaced by entries of "WD" on the transcript. A retroactive withdrawal may be granted only when a student has experienced circumstances, or an incident of such major proportions, that they could not have reasonably been expected to possess normal capabilities necessary to complete the academic term satisfactorily or otherwise meaningfully engage in the academic experience. Applications for a retroactive withdrawal must normally be made within 90 days of the term for which the appeal is being filed.

- b) This process is not intended for the relief of students under the following or similar conditions:
- Did not pass their courses
 - Forgot to withdraw from their courses during the term
 - Were unaware of the deadlines
 - Changed to a major which does not require these courses
 - Assumed extracurricular or employment activities which restricted the student's time for academic pursuit
- c) The student must submit a request for a retroactive withdrawal in writing to the Office of Academic Services & Advising. The request must include a personal statement with a sufficient description of the severity of the medical circumstance that prevented meaningful engagement in the academic term, as well as the reason why the student was not able to withdraw from the course(s) during the published deadline for withdrawal during the term.
- d) In addition to the petition, retroactive withdrawal requests based on illness require submission of a detailed medical diagnosis from a licensed health care provider giving information as to the severity of the illness and its effect on the student's academic performance.
- e) The petition will be reviewed by the Office of Academic Services & Advising in consultation with the College's Designated Health Care Professional(s). A recommendation will be provided to the Vice President for Student Affairs or designee who shall notify the student in writing of the decision. If applicable, the written response shall include specific information regarding conditions, requirements, and expectations for a student returning to their academic and/or residential programs after a retroactive withdrawal.
- f) When a retroactive medical withdrawal is granted, ALL grades (not just grades of "F") for the entire semester will be changed to a "WD". No costs associated with enrollment, including tuition and fees, will be refunded based on a retroactive withdrawal.

VII. Refund for College Withdrawals and Course Withdrawals

- a) Tuition Refunds
1. For fiscal reasons the College must anticipate that enrolled students will complete the semester to which they were admitted and the number of courses/credits for which they have enrolled. Therefore, the College does not guarantee or promise the availability of a tuition refund. **If the College, in its sole discretion, determines that a refund is available, the calculation process outlined herein will apply.**
 2. The Student Accounts Office will determine the amount of a tuition refund available based on the official withdrawal date of the student as determined by the Director of the Office of Academic Services & Advising. A student who does not follow the procedures for receiving a withdrawal may forfeit their rights to a refund within Federal Title IV regulations.
 3. The tuition refund is calculated less any fees and deposits. Fees and deposits are non-refundable.
 4. When determining refunds, the College shall at all times comply with federal and state laws regarding the refund of federal or state financial aid funds. Current law requires the College to refund such funds on a pro-rated basis for any

student who withdraws before 61 percent of the applicable semester has been completed. For example, a student who completed 23 percent of the semester will keep 23 percent of their federal and/or state funds. The remaining 77 percent will be returned to the funding sources.

5. Students receiving College funds will have these awards pro-rated according to the College's tuition refund policy listed below. For example, if a student receives 20 percent tuition refund, they will forfeit 20 percent of their Stonehill award(s).
6. Any balance due to the College resulting from refund adjustments of aid is the responsibility of the student.
7. Student/parent loans and government grants are deposited in the student's tuition account. If a credit balance results, the student will automatically receive a refund if federal financial aid exceeds billed costs. Otherwise, the credit balance will remain on the account and be applied toward subsequent semester charges unless the student or parent (as applicable) specifically requests a refund.
8. A refund, when due, will be made payable to the student and issued to the student based on the College's preferred method (mailed to the permanent address of the student then on file with the College or direct deposited to the student's account) unless the College is instructed otherwise in writing. When the deposit of a parent loan results in a credit balance, the refund will be made payable to the parent and mailed to the parent's home address then on file with the College.
9. The College endeavors to quickly and efficiently process all refunds. Normally, the refund process takes approximately 14 business days. However, the refund process may take longer based on the timing of depositing and confirmation of checks. Normally, a refund of payment received by check does not begin until at least 10 business days after it is deposited by the College.
10. A refund will not be made for an amount less than \$25 unless a student has graduated or withdrawn.
11. The following schedule applies to all enrolled students in any of the College's programs who withdraw from the College for personal reasons or who withdraw from a course or courses and/or change their status from full-time to part-time.

| Withdrawal: | Refund: |
|---------------------------------------|----------------|
| For 15-week semester courses | |
| During the first 2 weeks of classes | 80% |
| During the third week of classes | 60% |
| During the fourth week of classes | 40% |
| During the fifth week of classes | 20% |
| After the fifth week of classes | No refund |
| For 5, 6, 7, or 8-week courses | |
| During the first week of classes | 80% |
| During the second week of classes | 40% |
| After the second week of classes | No refund |

12. Part-time students who withdraw before the first day of a class will receive a full refund of tuition for that class.
13. Full-time students who reduce their course load to fewer than 12 credits per semester after they have registered will have their charges pro-rated based on

the full-time rate. Pro-rations will be based on the Tuition Refund outlined above.

b) Room and Board Refunds

1. For fiscal reasons the College must anticipate that enrolled residential students will complete the semester to which they were admitted as residential students. Therefore, the College does not guarantee or promise the availability of a room and board refund. **If the College, in its sole discretion, determines that a refund is available, the calculation process outlined herein will apply.**
2. The date of a student's withdrawal from residency shall be determined by the Director of Residence Life or designee and will be used by the Associate Director for Student Accounts to determine the pro-rated room and board charges. A student who does not follow the procedures for receiving a withdrawal may forfeit their right to a refund.
3. Room and Board, and meal plan charges, will be refunded according to the following schedule for all students who withdraw from residency.

| Withdrawal: | Refund: |
|-------------------------------------|----------------|
| During the first 2 weeks of classes | 80% |
| During the third week of classes | 60% |
| During the fourth week of classes | 40% |
| During the fifth week of classes | 20% |
| After the fifth week of classes | No refund |

4. The meal plan refund is a percentage, based on the schedule above, of the points remaining in the meal plan at the time of withdrawal.
5. Students who reduce their course load to fewer than 12 credits per semester may forfeit their eligibility for residency.
6. The room guarantee fee is non-refundable.