

Dear Out-Of-State Students:

Every student has the right to file a grievance. If a student believes a University official, faculty member, administrator or student has acted improperly or inconsistently with WCU policies and/or procedures, the student may file a grievance. This may include, but is not limited to, misapplication or misinterpretation of policy, procedures, practices, unfair treatment or conduct, etc. All grievances must be filed within 30 days of the incident.

The Grievance Policy and Procedures is designed to support and foster a fair, objective, respectful and ethical set of policies and procedures for resolution of disputes. The policies and procedures are designed to provide students with a process in which to protect the University and its students. Students, faculty or administrators who submit or support a filed grievance may not be subjected to retaliation. Incidents of retaliation should be immediately reported to the Campus Director of Student Affairs or Executive Director.

Frivolous or malicious grievances and matters that have been or are in litigation will not be reviewed/considered. Any person(s) submitting a frivolous or malicious grievance will be referred to the Conduct Committee for possible disciplinary action.

Prior to submitting a formal grievance, student/grievant is encouraged to attempt a good faith resolution with the individual(s) at whom the grievance is directed. The University believes that most grievances can and will be resolved through this informal process.

Step 1: Discuss the issue with the individual(s). Every attempt should be made by both the student and individual(s) to resolve the matter at this level.

Step 2: If not resolved through Step 1, unresolved issues should be informally discussed/submitted in writing to the appropriate Dean addressed a complaint or concern, the student may consider contacting external agen

such as:

Institutional Accreditation:

WASC Senior College and University Commission
985 Atlantic Avenue, Suite 100
Alameda, CA 94501
T: (510) 748-9001
Website: <https://www.wscuc.org/>

Arizona Office of the Attorney General
2005 N Central Ave
Phoenix, AZ 85004
T: (602) 542-5763
Email: consumerinfo@azag.gov

Colorado Office of the Attorney General
1300 Broadway, 10th Floor
Denver, CO 80203
T: (720) 508-6000
Web: www.coag.gov/file-complaint

Hawaii Department of the Attorney General
425 Queen Street
Honolulu, HI 96813
T: (808) 586-1500
Web: <http://ag.hawaii.gov/contact-us/email-the-department-of-ag/>

Idaho Office of the Attorney General
700 W. Jefferson Street, Suite 210
Boise, Idaho 83720-0010
T: (208) 334-2400
Web: <https://www.ag.idaho.gov/contact/>

Kansas Office of the Attorney General
120 SW 10th Ave., 2nd Floor
Topeka, KS 66612
T: (785) 296-2215
Web: <https://ag.ks.gov/about-the-office/contact-us/email-us>

Louisiana Office of the Attorney General
1885 North Third Street
Baton Rouge, LA 70802
T: (225) 326-6465
800-351-4889
Email: ConsumerInfo@ag.louisiana.gov

Maine Office of the Attorney General
6 State House Station
Augusta, ME 04333
T: (207) 626-8800
Web: <https://www.maine.gov/ag/contact.html>

Maryland Office of the Attorney General
200 Saint Paul Place
Baltimore, Maryland 21202
T: (410) 528

North Dakota Office of the Attorney General

600 E. Boulevard Ave Dept. 125

Bismarck, ND 58505

(701) 328-2210

Web: <https://attorneygeneral.nd.gov/attorney-generals-office/email-attorney-general-0>

Ohio Office of the Attorney General

30 E. Broad St., 14th Floor

Columbus, OH 43215

Vermont Office of the Attorney General
109 State Street
Montpelier, VT 05609
T: (802) 828-3171

Web: <https://agocapcomplaint.atg.state.vt.us/forms/consumer-assistance-program-complaint-form/>

Virginia Office of the Attorney General
202 North Ninth Street
Richmond, Virginia 23219
T: (804)786-2071

Web: <https://www.oag.state.va.us/consumercomplaintform/form/start>

Washington Office of the Attorney General
800 5th Ave, Suite 2000
Seattle, WA 98104-3188
T: (800) 551-4636

Web: <https://fortress.wa.gov/atg/formhandler/ago/ComplaintForm.aspx>

West Virginia Office of the Attorney General
P.O. Box 1789
Charleston, WV 25326
T: 304-558-8986

Email: consumer@wvago.gov

NOTE Students must reside in approved states. If a student moves out of an approved state, they may lose eligibility for Title IV and/or HEA funds. In addition, all students must complete their clinical hours in the state where they resided when signing the enrollment agreement or as approved by WCU. If a student moves out of the approved state, they may no longer be eligible to complete their clinical hours and may not be able to graduate from their program of study.

REFUND POLICIES

Tuition Refund Policy

Students have the right to withdraw from a program of instruction at any time. For the purposes of determining the amount the student owes for the time attended, the student shall be deemed to have withdrawn from the program when any of the following occurs:

- x Notify the University of withdrawal or the actual date of withdrawal; or
- x The University terminates the enrollment; or
- x Student in an on-ground program fails to attend any classes for fourteen (14) consecutive

Students are charged each payment period for the tuition, fees, books and supplies attributable to the

Return of Federal Title IV Financial Aid

A federal financial aid (Title IV) recipient who withdraws from the University is subject to a Return of Title IV (R2T4) calculation. For the purpose of R2T4 calculation requirements, a recipient is a student who has actually received federal financial aid funds or has met the conditions that entitled the student to a late disbursement of federal financial aid funds. The University is required to review the amount of federal loan and grant aid a student received for the payment period, to determine what percentage of federal financial aid the student earned prior to withdrawal. The percentage of federal financial aid determined to be unearned for the payment period must be returned to the appropriate federal financial aid program(s).

Policy

When a federal financial aid recipient withdraws from the University prior to the end of a payment period, an R2T4 calculation must be performed to determine the amount of federal financial aid funds earned as of the date of withdrawal. If the total amount of federal financial aid funds earned is less than the amount of federal financial aid funds disbursed to the student, or on behalf of the student in the case of a parent PLUS Loan, the difference between these amounts is returned to the applicable federal financial aid programs. If federal financial aid funds earned is greater than federal financial aid funds disbursed, the difference between these amounts is treated as a post withdrawal disbursement. An R2T4 calculation is not performed if the federal financial aid recipient withdraws after successfully completing the entire payment period and all funds awarded for that period have been disbursed. Note that the payment period for all on-ground undergraduate programs is the twenty-week semester; the payment period for Pharm D and all fully-online programs is the sixteen-week trimester; the payment period for all other on-ground, graduate programs is the fifteen-week trimester.

Return Calculation

The amount of federal financial aid earned is calculated by determining the percentage of aid earned and applying this percentage to the total amount of aid disbursed and that could have been disbursed for the payment period. For purposes of determining earned federal financial aid, a student's aid is considered disbursed if it is disbursed as of the student's last documented date of attendance. As long as conditions for a late disbursement (described below) are met prior to the date the student became ineligible (the student's last date of attendance), any undisbursed federal financial aid will be counted as aid that could have been disbursed.

Conditions for a Late Disbursement (Including Post Withdrawal Disbursements)

- x The Department of Education (ED) processed a Student Aid Report (SAR) or Institutional

- x Disbursements of Federal Pell Grant and Iraq Afghanistan Service Grant funds to a student for whom the University did not receive a valid SAR or a valid ISIR by the deadline date established by the Department of Education.
- x Federal Pell Grant and Iraq Afghanistan Service Grant funds for a subsequent payment period when the student has not successfully completed the earlier payment period for which the student has already been paid.

Inadvertent Overpayments

An inadvertent overpayment occurs when the University disburses funds to a student no longer in attendance but prior to the date the University determines the student withdrew from the program. This would include any federal financial aid fund disbursements made after the student's last date of attendance but prior to the University's determination that the student was withdrawn. These inadvertent overpayments are included in the R2T4 calculation as aid that could have been disbursed. Only students who meet late disbursement criteria are entitled to keep federal financial aid funds disbursed as an inadvertent overpayment. If an inadversursurt ovett526.ur0n tbn

Percentage of Federal Financial Aid Earned

The calculation of Percentage of Federal Financial Aid Earned includes all financial aid disbursed or that could have been disbursed to a student during the payment period. This percentage is equal to the percentage of the payment period completed by the student as of the student's last date of attendance in the payment period. If the student withdraws after successfully completing the payment period, 100% of the federal financial aid funds are earned and no calculation is required. If the withdrawal date occurs

Calculation Examples

The following examples illustrate the calculations outlined above. The figures provided are examples only; actual amounts may vary for each student/program.

Online RNMSN Example illustrative purposes only.

Payment Period is 5/9/16 to 8/28/16. Last documented date of attendance was 5/17/16. Scheduled breaks of 5 days or more: none

Number of scheduled hours completed in the payment period = 9

Total number of scheduled hours in the payment period = 112

Percentage of the payment period completed = 8.0%

Title IV Credit Balance and the Return Calculation

A Title IV credit balance created during the after the last date of attendance is not released to the student nor returned to federal financial aid programs prior to performing the R2T4 calculation. The University holds these funds even if, under the 14-day credit balance payment requirements, funds are otherwise required to be released. In the R2T4 calculation, the University includes any federal financial aid credit balance as disbursed aid. Although not included in the R2T4 calculation, any federal financial aid credit balance from a prior payment period in the academic year that remains on a student's account when the student withdraws is included as federal financial aid funds for purposes of determining the amount of any final federal financial aid credit balance when a student withdraws. Upon application of any applicable refund policies, a federal financial aid credit balance is allocated first to repay grant overpayments owed by the student as result of the current withdrawal. Within 14 days of the date that the University performs the R2T4 calculation, the University pays any remaining federal financial aid credit balance in one or more of the following ways:

- x in accordance with regulations to pay authorized charges at the University (including previously paid charges that are now unpaid due to a return of Title IV funds by the University)
- x in accordance with instructions provided by the student (and parent for a PLUS loan) on the mostly recently submitted 'Authorization to Retain Funds Form' or other written instructions to reduce the student's loan debt (not limited to loan debt for the period of withdrawal). In the absence of a signed 'Authorization to Retain Funds Form' or other written instructions, the University pays the credit balance to the student (or parent for a PLUS loan).
- x If the University is unable to locate the student (or parent) when attempting to pay a credit

Return of Unearned Aid

In the R2T4 calculation, the total Amount Disbursed plus Amount that Could Have Been Disbursed to the



University (institutional) charges incurred by the student include tuition and required fees, as well as books and supplies purchased through the University for the payment period. Initial charges are only adjusted for changes the University makes prior to the student's withdrawal. The amounts of institutional charges included in the R2T4 calculation are those charged or anticipated to be charged to the student's account. Although institutional charges may not have actually been charged due to the student's withdrawal, the University uses the actual charges to date, to include full tuition and fees, as well as books and supplies purchased through the University for each course in the payment period, and estimates remaining charges based on the students' program. If after the student withdraws, the University changes the amount of institutional charges it assessed, or decides to eliminate all institutional charges, those changes do not impact the R2T4 calculation.

calculations to the appropriate Title IV program. Therefore, the student may, after Title IV funds are returned, owe a balance to the institution.

Return of Military Education Benefits

The University complies with all refund requirements established by the Department of Veterans Affairs and the Department of Defense for students who withdraw prior to completion of a term or payment period for which military education benefits have been received:

Veterans Benefits

School Certifying Officials will notify the Department of Veterans Affairs within 30 days of the change in enrollment status along with the corresponding change in tuition, fees, and Yellow Ribbon, and a characterization of either "non-punitive grades assigned" or "punitive grades assigned". The DVA will determine if a debt is owed either by the school or the student, based on the timing of the withdrawal. Generally, a debt belongs to the student if s/he begins a course. The school is responsible for the debt if the student reduced or withdrew from school on or before the first day of the term. The student and/or the school will be notified of the debt by the DVA.