

Southwest Baptist University

OL-CTL – Online Center for Teaching and Learning Refunds/Withdrawals

Refunds

Online Independent Study (OLIS)

A tuition refund may be granted for partial or full enrollment cancellation providing you contact the OL-CTL Online Independent Study (OLIS) in writing. Refunds on the tuition charge will be according to the following schedule:

From Date of Enrollment: 0-30 days: 100% of tuition. After 30 days: No refund

No refunds are given for the handling or course extension fee.

The refund policy for first semester SBU students will be the same as the institutional refund policy. If registration tuition and fees have been paid by personal check, SBU will hold the refund request for 30 days from enrollment date to assure that the check clears the bank. All refunds are paid by SBU's Office of Accounting Services and require one week for processing.

If the bank for any reason returns a check to the University, you will be informed by mail of your obligation to pay the amount due. You will be assessed a \$30 service charge.

Online

Refunds follow the same guidelines for face-to-face courses. The University has three basic semester terms: (1) Fall/spring semester, (2) Winterfest/four-week summer term, and (3) eight-week summer term. These are generally defined as:

1. Fall/spring semester: 16 week semester having 75 class days (15 weeks of five days each) and final exams
2. Winterfest/four-week summer term: three or four week term having 15 class days and final exams
3. Eight-week summer term: eight-week term having 31 days of classes and final exams.

The following refund policy relates to the above structure:

	Fall/Spring	Winterfest/Four-Week	Eight-Week
Prior to first day of class	100%	100%	100%

During first 5 class days of semester or term	100%	75%	100%
During next 5 class days of semester or term	75%	50%	75%
During next 5 class days of semester or term	50%	0%	25%

Classes may meet on a regular basis throughout the week or on a once-per-week basis. This policy counts class days as if all classes were meeting daily. Therefore, if classes for the term begin on Tuesday for a given term or semester, then from that first Tuesday through the following Monday will count as the first five class days. If classes for a given term or semester begin on Monday, but the first class is not until Friday, for purposes of the refund calculation, by the end of that Friday, the first five class days of the term will have expired.

Other classes that meet on a term that is not defined above (one weekend, etc.) will be allowed a 100% refund if the withdrawal occurs before the first class. Withdrawals during the term will be proportionately based on the fall/spring chart.

Withdrawals

Online Independent Study (OLIS)

To cancel or withdraw officially from an OLIS course, a student must submit a withdrawal form to Online – Center for Teaching and Learning. Contact the OLIS office to receive the form. The postmark or electronic send date will be used as the withdrawal date. A student may officially withdraw from a course at any time during the first four months or six months if the course was extended. No grade will be recorded for a student requesting a refund during the first 30 days. The grade of W will be assigned to a student if he or she withdraws during the second through fourth month after enrollment. The W is recorded on the official SBU transcript but does not affect the grade point average. If a student does not complete all assignments and exams within his or her course enrollment period and does not request an extension, he or she will be withdrawn automatically and assigned an NC. If a student withdraws from a course after 30 days from the date of enrollment, he or she will not receive a refund.

Online

The online learning community is dynamic when the student is intentionally present and engaged. If this is not the case and a withdrawal is the best option, the student should follow the procedure outlined below.

Procedure for Withdrawing from an Online Course

In the event that a student decides to withdraw from an online course, the student must initiate communication about this intent. Whether seated or online, there are five individuals involved in the drop process: student, instructor, advisor, NCAA compliance office (for student athletes only), and the registrar. The steps are as follows:

1. The student is required to send one email to both his/her course instructor **and** academic advisor.
2. The instructor replies to all with the last date of attendance (and any other questions or information needed).
3. The academic advisor considers the student's situation (e.g., full or part time student status, degree progress), and replies all with permission or questions. When permission is granted, the advisor also includes the NCAA compliance officer (when applicable) and the registrar on the reply.
4. The NCAA compliance officer replies all with permission or questions.
5. When permission is granted by all parties (instructor, advisor, and NCAA compliance officer), then the registrar drops the course from the student's schedule and replies all with confirmation.

Please note that the email initiated may result in conversation that leads the student to stay in the course. For that reason, the registrar will not drop the course until there is agreement and reply from all required parties.

If the withdrawal is before 60% of the class meetings, then a "W" will be issued by the registrar. If the withdrawal is after 60% of the class meetings, then a "W" (passing) or F (failing) will be issued. In this context the instructor must note in the email whether the learner is passing or failing.

Policy for Last Date of Attendance in Online Course

Last date of attendance will be reported when a student drops an online course. Attendance in an online course should reflect substantive activity, such as discussion board activity, submission of an assignment, or test taken, during a course login to count as "attendance." Just logging into the class does not count as attendance without activity of some type. To determine the last date of attendance, the due date for the last graded activity will be used. For example, if a student submits a post on 9/7 for a graded discussion board that is due by 9/8, then the last date of attendance is 9/8. This is to be determined by the instructor prior to the student dropping the course.

Online Dual Credit (OLDC): Withdraw and Refund

If you wish to withdraw, an official withdrawal form must be received by the Online – Center for Teaching and Learning at Southwest Baptist University by September 15th for fall semester enrollments, or February 15th for spring semester enrollments. Contact the office to receive the form. If the form is received within these guidelines, students will be returned their deposit, minus a \$25 processing fee. If you wish to withdraw after the aforementioned dates you'll receive the non-punitive grade of W on your transcripts, and you will receive no refund.