

MURRAY STATE UNIVERSITY
REFUND POLICIES and PROCEDURES
Effective Fall 2004

POLICIES

The following policy is divided into two sections: Student Refunds and MSU Marketplace Refunds. The student section sets forth the basis on which refunds will be provided to students who: 1.) Withdraw from the University or 2.) Complete the drop process and shall be applied to all fees except those specifically identified as non-refundable. The MSU Marketplace section refers to the refund/return policy that has been established for the eCommerce transactions that take place within the MSU Marketplace. The MSU Marketplace provides campus organizations with a secure and cost-effective way to extend their business operations to the internet, and provides visitors with a way to search, browse, and purchase many items directly from the university. The flexible service supports a wide variety of e-commerce needs, including the sale of merchandise, subscriptions, event registrations and donations. All purchases made through the MSU Marketplace support the University and its mission.

STUDENT REFUNDS

1. Fees paid by students before the beginning of classes will be refundable in full provided the request for refund is filed on or before the first day of classes for the term for which the fees have been paid.
2. Fees which are considered non-refundable include:
 - a) Student ID Card Fee
 - b) Parking Permit
 - c) Late Registration Fee
 - d) MSU Payment Plan Monthly Service Charge Fee
 - e) Housing Activity Fee
 - f) Towel Fee
 - g) Admission Application Fee
 - h) Graduation Application Fee
 - i) Transcript fee
 - j) MSU Payment Plan Application Fee
3. A student who completes an official withdrawal will receive a refund, based on percentage rates (See Withdrawal & Drop Table - item 12), of tuition, mandatory fees and Wellness Center fee and /or course fees. A refund would result if the student completes the official withdrawal form during the first 30 calendar days of classes for a full semester course(s). For shorter sessions, refer to refund dates published by the Bursar's Office.
4. A student who completes the drop process through myGate will receive a refund, based on percentage rates (See Withdrawal & Drop/Add Table - item 12) of tuition, mandatory fee, and Wellness Center fee and/or course fees. A refund would result if the student completes the drop process during the first 30 days of classes:
 - a) Drops below full-time
 - b) Is part-time or Distance Learning and drops a class or classes
 - c) Is full-time and drops a class with a refundable course fee
5. A reduction in a student's course load, which is the result of one of the following conditions, will receive a full refund for the tuition and fees for the dropped course if approved by the Registrar's Office.
 - a) University's cancellation of the course
 - b) The dropping of a course for which the student does not meet the prerequisites
6. Students residing in residence halls contract for fall and spring semesters. Refunds will not be made, except when a student withdraws from school or is married. Refunds which result from these exceptions are calculated using the appropriate percentage rate, from the table in item 12, at the time of the exception.

7. In order for a Housing deposit to be refunded, students must cancel their housing application in writing to the Director of Housing.
8. Students purchasing meal plans have contracted for only one semester. Refunds will not be made, except when a student withdraws from school or is married. Refunds, which result from these exceptions, are calculated using the appropriate percentage rate, from the table in item 12, at the time of the exception. A refund which is a result of a selection change will be pro-rated based on the number of meals remaining.
9. In the event that a student has an outstanding account balance with the University, any refund will be applied to the student's account with the exception of students receiving federal financial aid.
10. Institutional refunds will be consistently applied to all students: however, when federal financial aid funds are disbursed to students either by a credit on their accounts and/or paid directly to them, the Federal Return Policy will be in compliance with the return Title IV, HEA funds to the various aid programs. In no event will funds be returned in excess of the amount received from a program. This policy will be consistently applied to all students receiving federal financial aid.
11. The Appeals Committee consists of the Assistant Bursar, the Assistant Director of Student Financial Aid and the Associate Registrar. The Committee will make decisions on the reduction of charges for tuition and related fees when a student withdraws from all or drops a portion of his/her classes for any semester.

An appeal must be requested within 90 days after the semester ends in which the appealed charges were assessed. After this date, no refunds will be made to the student as a result of an appeal; only the balance of the charges remaining on the students' account may be adjusted.

12. Refunds will result for students who withdraw or drop a class or classes based on the following table:

Withdrawal & Drop/Add Table

Course Length

%	15 Weeks or 117 Calendar Days *	2 ½ Weeks or 16 Calendar Days	5 Weeks or 34 Calendar Days	7 ½ Weeks or 51 Calendar Days	10 Weeks or 69 Calendar Days
100%	1 st - 3 rd Days of the Semester **	1 st Day of the Session **	1 st Day of the Session **	1 st Day of the Session **	1 st - 2 nd Days the of Session **
80%	4 th – 10 th Days	2 nd Day	2 nd - 3 rd Days	2 nd - 4 th Days	3 rd – 6 th Days
50 %	11 th – 30 th Days	3 rd - 4 th Days	6 th – 9 th Days	5 th – 13 th Days	7 th – 18 th Days
0 %	After Day 30	After Day 4	After Day 9	After Day 14	After Day 18

* Calendar days include Sunday - Saturday

** First official day for all MSU classes (Day school opens for the semester)

The above table may vary, depending on the exact number of days in each session. At the beginning of each semester official refund dates are published by the Bursar's Office.

Any questions concerning the refund policy should be directed to the Bursar's Office.

Refund Policies and Procedures Cont.
Effective Fall 2004
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MARKETPLACE REFUNDS

Refunds and returns policies will be determined by the individual departments or organizations that are responsible for the uStore on the MSU Marketplace website. Questions regarding Marketplace refunds can be directed to the individual departments or through email to: msu.mktplace@murraystate.edu.

PROCEDURES

The following procedures for processing refunds are divided into two sections: Student Refunds and Marketplace Refunds. Student Refunds will be provided to students who withdraw from the University or complete the drop process. These procedures are to be used in conjunction with the University's Refund Policy. Marketplace Refunds (or returns) will be provided based on the individual uStore policy that has been developed and adopted by the overseeing department or organization.

STUDENT REFUNDS

1. Housing Deposits

Cancellation of housing applications must be done in writing to the Director of Housing by the following dates:

- a) June 1 for the fall semester
- b) December 1 for the spring semester
- c) May 15 for the summer term
- d) Cancellations after the dates above will result in a forfeiture of the deposit.

2. Meal Plans

Meal plans are refunded based on the University refund policy. After 30 days no refunds or plan reductions will take place. Meal plans will be increased anytime throughout the semester. Any exceptions will be reviewed on a case-by-case situation. Any cancellation of a plan resulting in a refund will be processed by the Bursar's Office.

3. Method of Refund

All refunds will be issued in the form of a check, unless the student has an active direct deposit refund account. The refund check, if not issued via direct deposit, will be mailed to the student's permanent address on file myGate unless there is a refund address on file with the Bursar's Office.

4. Appeals

Students wishing to appeal their refund amount must do so in writing to:

Bursar's Office
Attention: Assistant Bursar
Murray State University
200 Sparks Hall
Murray, KY 42071-3312

MARKETPLACE REFUNDS

Individual departments and organizations are responsible for developing their own written procedures for processing refunds/returns for the merchandise, products, or event registration that is sold within their specific uStore.