

**Classification:** *Finance & Administration*

**Approving Authority:** President

**Responsible Authority:** Vice President of Administration and Finance

**Implementing Authority:** Finance and Administration

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## ***Tuition and Fees Refund Policy and Procedures***

### **1.0 Purpose**

- 1.1 This Tuition and Fees Refund Policy establishes clear, fair, and transparent guidelines for processing refunds of tuition and related fees for undergraduate and graduate students enrolled at the American University of Iraq - Baghdad (AUIB). The policy outlines the conditions, procedures, timelines, and eligibility criteria applicable to students who withdraw from courses, defer enrollment, experience of program changes, or encounter exceptional circumstances requiring a refund.

### **2.0 Scope**

2.1 This policy applies to all students enrolled at AUIB, including:

- Undergraduate students in degree programs
- Graduate students in master's programs
- English Language Academy (ELA) students enrolled in Academic Support Program (ASP), English Foundation Program (EFP), Community Education Program (CEP), and other ELA programs
- Students receiving scholarships, financial aid, or Ministry of Higher Education discount letters
- Students enrolled in special programs administered by the Center for Educational Innovation (CEI)

2.2 This policy applies to tuition fees and specified program fees. Non-tuition fees are governed by Section 4.5 of this policy.

### **3.0 Definitions**

- 3.1 **Add/Drop Period:** The designated timeframe at the beginning of each academic term during which students may add or drop courses without academic or financial penalty, as published in the university's academic calendar.
- 3.2 **Commencement of Semester:** The first official day of classes as published by the university's academic calendar.
- 3.3 **Official Date of Withdrawal:** The date on which a student submits a completed Withdrawal Form to the Registrar and Enrollment Services Department or officially withdraws through the university's online system.
- 3.4 **Semester/Class Weeks:** The numbered weeks of instruction as defined by the official academic calendar published annually by the university.
- 3.5 **Tuition Refund Appeals Committee:** A committee consisting of representatives from Student Financials Office, Registrar and Enrollment Services, Financial Administration Department, and Academic Affairs that reviews appeals and exceptional refund requests.
- 3.6 **Withdrawal Period:** The timeframe after the Add/Drop period ends during which students may withdraw from courses, subject to academic and financial consequences.
- 3.7 **Business Day:** Any day the university is officially open for business, excluding weekends, national holidays, and university closure days.

### **4.0 Policy**

4.1 **General Refund Principles**

- 4.1.1 All refund requests must be initiated through official university channels by submitting required documentation to the Student Financials Office.



- 4.1.2 Refund percentages are calculated based on the official date of withdrawal as recorded by the Registrar and Enrollment Services Department.
- 4.1.3 Refunds are processed only after verification of the student's account status and confirmation that all required documentation has been submitted.
- 4.1.4 Students remain financially responsible for all tuition and fees until official withdrawal procedures are completed.
- 4.1.5 Non-attendance of classes does not constitute official withdrawal and does not entitle students to a refund.

**4.2 Undergraduate Students Tuition Refund Schedule**

- 4.2.1 Refund percentages for undergraduate students are calculated as follows:

**Undergraduate Students Refund Schedule**

<i>Time of Withdrawal</i>	<i>Tuition Fees Refund Percentage</i>
<i>Before semester commencement</i>	<i>100%</i>
<i>Week 1 of classes</i>	<i>100%</i>
<i>Week 2 of classes</i>	<i>80%</i>
<i>Week 3 of classes</i>	<i>60%</i>
<i>Week 4 of classes</i>	<i>40%</i>
<i>Week 5 of classes</i>	<i>20%</i>
<i>After Week 5</i>	<i>No Refund</i>

- 4.2.2 The Add/Drop period for undergraduate courses typically encompasses the first week of classes, during which students may drop courses and receive a 100% refund.
- 4.2.3 After the Add/Drop period, withdrawals during Weeks 2-5 are subject to the refund schedule above.

**4.3 Graduate Students Tuition Refund Schedule**

- 4.3.1 Refund percentages for graduate students are calculated as follows:

**Graduate Students Refund Schedule**

<i>Time of Withdrawal</i>	<i>Tuition Fees Refund Percentage</i>
<i>Before semester commencement</i>	<i>100%</i>
<i>Weeks 1-2 of classes</i>	<i>100%</i>
<i>Week 3 of classes</i>	<i>75%</i>
<i>Week 4 of classes</i>	<i>50%</i>
<i>Week 5 of classes</i>	<i>25%</i>
<i>After Week 5</i>	<i>No Refund</i>

- 4.3.2 Graduate students who drop courses during the first week may receive a full refund of tuition fees.
- 4.3.3 Withdrawals resulting in a "W" grade after the allowed drop period are non-refundable.

**4.4 English Language Academy (ELA) Refund Policies**

- 4.4.1 Academic Support Program (ASP) and English Foundation Program (EFP)  
Students may obtain a full refund (100%) if they drop courses during the First five (5) business days of the session (Add/Drop period). After the five-day Add/Drop period, no refunds will be granted for course withdrawals.
- 4.4.2 Community Education Program (CEP)  
Courses dropped within the first week (five business days) of the course  
Period: 100% refund
  - Courses dropped within the second week (five business days) of the course  
Period: 50% refund
  - Courses dropped after two weeks: No refund

- Students who enroll and begin coursework by the end of the second week are not eligible for refunds after that period.

4.4.3 Center for Educational Innovation (CEI) Programs

- Refund policies for CEI programs are determined by the Center for Educational Innovation and will be communicated to students upon enrollment.

4.5 Non-Refundable Fees

4.5.1 The following fees are non-refundable under all circumstances:

- Application fees
- Admission fees
- Annual fees
- Registration fees
- Administrative fees
- Student ID fees (even if the ID is not printed or received)
- Late payment penalty fees
- Printing fees
- Service-related fees

4.5.2 Non-refundable fees will not be returned even if tuition fees are refunded for any reason.

4.6 University-Initiated Course Cancellations - Students receive 100% refund if the university cancels a course.

4.7 Ministry of Higher Education Discount Letters

- Discounts apply beginning the semester after receiving official letter
- No retroactive refunds for students who already paid
- Ministry guidelines: 10% deduction if withdrawal within one month; 25% deduction after one month

4.8 Exceptional Circumstances

Refunds may be granted outside standard timelines for: severe illness, death of immediate family member, administrative error, or military activation. Requests require supporting documentation and review by the Tuition Refund Appeals Committee.

## **5.0 Procedures**

5.1 Students requesting refunds must:

- Complete the Withdrawal/Refund Request Form
- Submit original payment receipt
- Be present in person at Student Financials Office
- Provide supporting documentation if claiming exceptional circumstances

5.2 Refunds are processed within 30 calendar days of approval via original payment method or bank transfer.

5.3 Students may appeal denied requests to the Tuition Refund Appeals Committee within 15 days of notification.

5.4 Financial aid recipients must consult the Student Awards and Financial Aid Office before withdrawing.

## **Related Policies and Documents**

Academic Calendar

Course Add/Drop Policy

Withdrawal Policy

Financial Aid Policy