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## REFUND POLICIES

### Tuition and Technology Fee

Upon withdrawal from a course, tuition and the technology fee are prorated based on the date that the student requested the withdrawal as follows:

#### For courses consisting of 4-6 workshops

- If a student requests withdrawal during the first week of the course, all charges are forgiven except books and embedded resources.
- If a student requests withdrawal during the 2nd week of the course, tuition and tech fee are refunded 75%.
- If a student requests withdrawal during the 3rd week of the course, tuition and tech fee are refunded 50%.
- If the student requests withdrawal after the 3rd week, there is no refund.

#### For courses consisting of at least 7 workshops

- If a student requests withdrawal during the first week of the course, all charges are forgiven except books and embedded resources.
- If a student requests withdrawal during the 2nd week of the course, tuition and tech fee are refunded 90%.
- If a student requests withdrawal during the 3rd week of the course, tuition and tech fee are refunded 75%.
- If a student requests withdrawal during the 4th week of the course, tuition and tech fee are refunded 50%.
- If the student requests withdrawal after the 4th week, there is no refund.

For courses that are one week in length, tuition and technology fee are refunded according to the following schedule:

- Withdrawal requested within the first onsite day (2nd day on the course calendar) – 100% tuition and tech fee refund.
- Withdrawal requested after the first onsite day – no tuition or tech fee refund.

For term-based tuition, no refund is given for withdrawal from individual courses within the term. The refund policy applies when the student withdraws from all courses in the term.

Changes to a student's schedule may affect their financial aid. Call the Financial Aid Office for information.

### Other Fees

Once attendance has been established in a course, any other fees associated with that course (not tuition or technology fee) are non-refundable.

### Textbooks Shipped by Slingshot

Refunds for textbook charges are issued at the sole discretion of Slingshot, according to their established refund policies. To avoid unnecessary charges, students should return each rental textbook at the completion of each class.

- When a student withdraws from a course, Slingshot will supply the student with a prepaid label to return related materials as long as the student contacts Slingshot Customer Support within 14 days of the course start date, ships the item within 5 business days of the contact, and the enrollment files reflect that the customer is no longer enrolled in this course (within 14 days of the start date). Upon receipt of the item, Slingshot will refund the amount billed for the item minus shipping fees.
- Promptly contact Slingshot for a Return Authorization for Credit for a course from which you have withdrawn.
- Refunds issued by Slingshot will be applied as a credit to the student account.

Indiana Wesleyan University is not responsible for issuing refunds for Rentals not Returned, books not received, or books for withdrawn courses. All textbook issues should be immediately addressed with Customer Care at Slingshot in order to receive the appropriate credit.

Digital items fall outside normal return and refund policies, as publishers have different policies on digital resources. We recommend contacting Customer Support at Slingshot as soon as possible if you think you will need to return a digital item. If you have been billed for a digital resource, then withdraw before starting the course, please contact Customer Support at Slingshot immediately upon withdrawal.

### Regulations and Policies

In compliance with federal regulations for the student who has received financial aid, any amount due will be returned to the appropriate aid sources.

Students who are unable to complete a course or who receive an unsatisfactory grade for their specific program will be allowed to repeat that course with another

group of students if arrangements are made with the Registration Change Counselor. Tuition and fees will be charged for repeating the course.

Decisions regarding refunds are made by Student Account Services, and in isolated cases, by the Financial Appeals Committee.

Indiana Wesleyan University will comply with any state mandated refund policies that govern refunds for students matriculating within the state in question. For a detailed listing of state-specific refund policies, please visit <http://www.indwes.edu/About/Student-Consumer-Information#stateRefund>