# Student Accounts

## Refund Policy

Students who officially withdraw or take an official leave of absence from the University are required to submit paperwork to the Dean of Student's Office. A student who officially withdraws from the University, or takes a leave of absence by the final day of Add/Drop will receive a 100% refund on tuition and mandatory fees. There is no reduction in charges after the second quarter of the semester. If a student is suspended, dismissed, or expelled from the University, there will be no reduction in charges.

### Fall 2019 Refund Schedule

<table>
<thead>
<tr>
<th>Start Date</th>
<th>End Date</th>
<th>Refund %</th>
</tr>
</thead>
<tbody>
<tr>
<td>April 1, 2019</td>
<td>September 4, 2019</td>
<td>100%</td>
</tr>
<tr>
<td>September 5, 2019</td>
<td>September 22, 2019</td>
<td>50%</td>
</tr>
<tr>
<td>September 23, 2019</td>
<td>October 21, 2019</td>
<td>25%</td>
</tr>
<tr>
<td>October 22, 2019</td>
<td>December 17, 2019</td>
<td>0%</td>
</tr>
</tbody>
</table>

#### Part of Term A Fall 2019 Refund Schedule

<table>
<thead>
<tr>
<th>Start Date</th>
<th>End Date</th>
<th>Refund %</th>
</tr>
</thead>
<tbody>
<tr>
<td>April 1, 2019</td>
<td>September 4, 2019</td>
<td>100%</td>
</tr>
<tr>
<td>September 5, 2019</td>
<td>September 6, 2019</td>
<td>50%</td>
</tr>
<tr>
<td>September 7, 2019</td>
<td>September 18, 2019</td>
<td>25%</td>
</tr>
<tr>
<td>September 19, 2019</td>
<td>October 11, 2019</td>
<td>0%</td>
</tr>
</tbody>
</table>

#### Part of Term B Fall 2019 Refund Schedule

<table>
<thead>
<tr>
<th>Start Date</th>
<th>End Date</th>
<th>Refund %</th>
</tr>
</thead>
<tbody>
<tr>
<td>April 1, 2019</td>
<td>October 25, 2019</td>
<td>100%</td>
</tr>
<tr>
<td>October 26, 2019</td>
<td>October 31, 2019</td>
<td>50%</td>
</tr>
<tr>
<td>November 1, 2019</td>
<td>November 16, 2019</td>
<td>25%</td>
</tr>
<tr>
<td>November 17, 2019</td>
<td>December 17, 2019</td>
<td>0%</td>
</tr>
</tbody>
</table>

### Fall 2019 ALCI Refund Schedule

<table>
<thead>
<tr>
<th>Start Date</th>
<th>End Date</th>
<th>Refund %</th>
</tr>
</thead>
<tbody>
<tr>
<td>April 1, 2019</td>
<td>September 4, 2019</td>
<td>100%</td>
</tr>
<tr>
<td>September 5, 2019</td>
<td>September 21, 2019</td>
<td>50%</td>
</tr>
<tr>
<td>September 22, 2019</td>
<td>October 17, 2019</td>
<td>25%</td>
</tr>
<tr>
<td>October 18, 2019</td>
<td>December 9, 2019</td>
<td>0%</td>
</tr>
</tbody>
</table>

### Spring 2020 Refund Schedule

<table>
<thead>
<tr>
<th>Start Date</th>
<th>End Date</th>
<th>Refund %</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Part of Term A Spring 2020

<table>
<thead>
<tr>
<th>Start Date</th>
<th>End Date</th>
<th>Refund %</th>
</tr>
</thead>
<tbody>
<tr>
<td>January 13, 2020</td>
<td>January 22, 2020</td>
<td>100%</td>
</tr>
<tr>
<td>January 23, 2020</td>
<td>February 8, 2020</td>
<td>50%</td>
</tr>
<tr>
<td>February 9, 2020</td>
<td>March 12, 2020</td>
<td>25%</td>
</tr>
<tr>
<td>March 13, 2020</td>
<td>May 5, 2020</td>
<td>0%</td>
</tr>
</tbody>
</table>

### Part of Term B Spring 2020

<table>
<thead>
<tr>
<th>Start Date</th>
<th>End Date</th>
<th>Refund %</th>
</tr>
</thead>
<tbody>
<tr>
<td>January 13, 2020</td>
<td>March 18, 2020</td>
<td>100%</td>
</tr>
<tr>
<td>January 23, 2020</td>
<td>March 23, 2020</td>
<td>50%</td>
</tr>
<tr>
<td>March 24, 2020</td>
<td>April 6, 2020</td>
<td>25%</td>
</tr>
<tr>
<td>April 7, 2020</td>
<td>May 5, 2020</td>
<td>0%</td>
</tr>
</tbody>
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### Spring 2020 ALCI Refund Schedule

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<td>January 23, 2020</td>
<td>February 8, 2020</td>
<td>50%</td>
</tr>
<tr>
<td>February 9, 2020</td>
<td>March 5, 2020</td>
<td>25%</td>
</tr>
<tr>
<td>March 6, 2020</td>
<td>April 27, 2020</td>
<td>0%</td>
</tr>
</tbody>
</table>

**Where will my refund be sent?**

**Direct Deposit**

You have the power to indicate where you want your refund check to be sent. Direct deposit is a safe and easy way to have funds deposited directly into an account at the financial institution of your choice in the United States. Students can use Direct Deposit for Student Accounts Refunds, Fellowship Stipends, Travel Reimbursement, and Payroll Wages.

**Benefits from Direct Deposit**

- No lost or stolen checks or delay with the mail
- No running to the bank to deposit your funds and waiting for the check to clear
- No checking your student mail box to see if the check has arrived
- No special arrangements or fear of not receiving your money because you’re not on campus, studying abroad, or not moved into your apartment yet
- No need to go to your department to pick up fellowship stipend checks
- You’re in control

**How to set up Direct Deposit**
Fill-out the fillable *Student Direct Deposit Authorization Form*. Please note that this form must be printed, signed and returned to:

- Payroll Department - Graduate Payroll/Student Account Refunds
- Financial Aid Department - Undergrad Payroll/Student Account Refunds

Please allow a week for processing. Once received, each refund a student requests afterwards will be deposited into the student's bank account instead of a paper check being mailed.

**Direct Deposit FAQs**

**Q: How is money deposited into my account?**
**A:** The University's bank will electronically instruct your financial institution to credit your account for the amount owed to you on the predetermined date. Your financial institution then deposits this money into your account and charges the University's bank account. You may have an account at almost any financial institution in the United States.

**Q: How can I be sure my deposit was made?**
**A:** If you are receiving a direct deposit, you will receive an e-mail message to your Clark email account. The deposit will be reflected on your monthly statements from your financial institution.

**Q: If I already have a direct deposit on file with the Payroll Department, do I need to file an additional one with the Student Accounts Department?**
**A:** Yes, it is a different form and must be submitted to the Financial Aid Department for Undergraduates and to the Payroll Department for Grad students.

**Q: What if I terminate or close my account?**
**A:** Update your banking information by completing a new fillable *Student Direct Deposit Authorization Form*. Please do not close your account until the updated paperwork has been submitted. If the account is closed beforehand, it will delay receiving any refund in process.

**Q: How do I make changes for direct deposit?**
**A:** Update your banking information by completing a new fillable *Student Direct Deposit Authorization Form*.

**Q: Do I need a bank account to use direct deposit?**
**A:** Yes. A US bank account is necessary for you to receive direct deposit payments. Some financial institutions offer free or low-cost checking or savings accounts when you use direct deposit.

**Q: With direct deposit, can the University take money out of my account or obtain confidential information about me through my deposit?**
**A:** No! Only you can approve the withdrawal of money from your account. The University cannot obtain your account balance or any other personal information. They only have access to the information you provided when you signed up for Direct Deposit. Receiving your money through direct deposit is more confidential than being paid by check because fewer people are involved in the delivery and deposit of your payment. Note: Within a limited time, if it is determined that the refund was issued in error we will reverse the amount.

**Paper Check**

If you prefer a paper check, you can add, update, and remove your refund address through CU Web. Instructions:

- Log into CU Web
Click Personal Information Tab from the main page
Select Update Address(es) and Phone(s)
Select Refund Address from drop down menu at bottom of page
Submit
Enter refund address. Note: “Valid from this date” is a required field
Submit

If you do not add a refund address, your refund will be sent to your campus mailbox, or department. If you do not have a campus mailbox or specific department address, your refund will be mailed to your home address.

Questions

If you have any questions, please contact the Student Accounts Office at 508-421-3801.

Best regards,

The Student Accounts Office