



## PAYMENT AND REFUND POLICY

Política VPAF -16-006-06

Aprobado: Vicepresidencia de Asuntos Financieros  
Emitida: july 2014  
Revisada: december 2019  
Referir preguntas a: Carmelo Torres Reyes, Vicepresidente de Asuntos Financieros / (787) 751-0178 ext. 7227 [ctorresr@suagm.edu](mailto:ctorresr@suagm.edu)

Derechos de Autor © 2017 Universidad Ana G. Méndez

### I. INTRODUCTION

All students of the precincts and localities of the Ana G. Méndez University will be responsible for the payment of the total cost of their studies. At the time of enrollment, the student must identify their payment method.

### II. GENERAL PROVISIONS:

1. The maximum balance tuition debt allowed per semester per student is **one thousand eight hundred dollars (\$1,800) in debt.**
2. Any student who uses a payment plan must pay their debt balance on or before the following dates, as per the corresponding academic term:

First Semester	Second Semester	Summer
December 15	May 15	July 15

3. A **fifty-dollar (\$50.00)** penalty fee will be charged to the student's account if he/she does not comply with the payment plan schedule deadlines mentioned above. **This penalty does not apply to veterans (chapter 31 & 33) and students from the Department of Defense of the U.S.A.**
4. Students must keep informed about the institution's costs and payment rules as indicated in the Tuition and Fees Bulletin for the corresponding institution. This information is available at each institution's website, at the following addresses.

5. The student's tuition costs will be calculated based on enrolled course fees and others applicable costs.  
Courses are billed based on credit hours.
6. The following payment methods are accepted in our institutions:
  - a. Bursar's Office accepts cash, debit/credit cards, money orders, and/or management's or certified checks  
(Pay to the Order of UAGM) and electronics transfers.
  - b. Mi UAGM Web Portal (ACH-Checks, Most Major Credit Cards)
  - c. Personal check and money orders should be made on behalf of Ana G. Méndez University
  - d. International Students – Only Wire Transfers
  - e. Every payment returned will have a surcharge of \$15.
7. Students must pay in full any outstanding debt balance before requesting any grades, transcripts or diplomas.

### **III. GRADUATE AND DOCTORAL STUDENTS**

1. Graduate and/or doctoral students can enroll after making an initial payment in cash, equal to or greater than fifty percent (50%) of their total debt balance.
2. Any outstanding debt balance must be paid in full on or before the dates set forth above (section II, subsection 3 and 4).

### **IV. REFUNDS**

#### **A. ISSUED REFUND**

1. Check will be issued and mailed to the student at the mailing address on record.
2. The student will be notified, via email or text message, that a check on his/her behalf has been issued and will be sent by mail.
3. The student will be responsible for any outstanding balance on their account that may result by any adjustment made in his or her academic load after the disbursement of the check.
4. All checks expire after 90 days after date of issuance.
5. After 90 days of check's date of issuance, funds will be returned to the corresponding funding source.

6. A new check will not be issued until the Bursar's Office check claim form is completed.

**B. REFUND FOR NON – ATTENDANCE OR WITHDRAWAL COURSES:**

1. **ENROLLMENT CANCELLATION** – Any student who cancels their enrollment on or before the first day of school will have 100% of the tuition and fees refunded.
2. **PARTIAL WITHDRAWAL** – Students who withdraw from one of their enrolled courses will be responsible for the full cost of the course.
3. **NON-ATTENDANCE** – Any student who does not begin to attend an enrolled course will be automatically withdrawn and will be responsible for 25% of tuition cost of the enrolled course.
4. **MID-POINT** – Any student who obtains a WF in all their courses at the end of the semester (or module) will be responsible for 50% of the total cost of their tuition cost.
5. **TOTAL WITHDRAWALS** – Any student who withdraws from all of his/her enrolled courses will be responsible for a prorated portion of his/her total tuition cost. This cost will be prorated according to the days attended until the withdrawal date in relation to the number of days in the semester or the total days of a single “Part of Term”, as applicable.
6. **TOTAL DAYS ATTENDED** =  $\frac{\text{Total days in term}}{\text{Total days in term}} \times \text{Percent earned} = \frac{\text{Total tuition}}{\text{Total earned by UAGM}}$

**IV. EFFECTIVE DATE**

This policy is effective as of the academic year that begins on or after January 1, 2020.