



## PAYMENT AND REFUND POLICY

Policy VPAF -16-006-06

Approved: Vice-President for Financial Affairs  
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### 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 per student is allowed annually.
2. Any student which avails from 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 institutions costs and payment rules as indicated in the Tuition and Fees Bulletin for the corresponding institution. This information is available at each of the institution website, at the following addresses.
5. The student's tuition costs will be calculated enrolled course fees and others applicable costs.  
Courses are billed bases on credit hours.
6. The following payment methods are accepted in our institutions:
  - a. Bursar Office cash, debit/credit cards, money orders, and/or management's or certified checks  
(Pay to the Oder 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 official document from the institutions.

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

1. Graduate and/or doctoral students can enroll, if he/she makes 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**

#### **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 should receive it by mail.
3. The student will be responsible for any outstanding balance in 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 Treasury Office check claim form is completed.

#### **REFUND FOR NON- ATTENDANCE OR WITHDRAWAL COURSES:**

1. **ENROLLMENT CANCELTION** – Any student who cancel their enrollment on or before the first day of school 100% of the tuition and fees will be 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** – (Partial or Total) – Any student who does not 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 course, at the end of the semester will be responsible for 50% of the total cost of their tuition cost.



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5. **TOTAL WITHDRAWALS** – Any student, who withdraws all of his/her enrolled courses, will be responsible for a prorate portion of his/her total tuition cost. This course will be prorated according to the days attended to the enrolled courses 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** =  $\frac{\text{Percent earned}}{\text{Total days in term}} \times \text{Total tuition cost} = \frac{\text{Total earned by UAGM}}{\text{Total tuition cost}}$

**IV. EFFECTIVE DATE**

This policy is effective as of the academic year that begins on December 1, 2019 .