

## ENROLLMENT POLICIES AND PROCEDURES

**Student Name:** \_\_\_\_\_

**Start Date:** \_\_\_\_\_

**Campus:** \_\_\_\_\_

**Program:** \_\_\_\_\_

**Degree Level:** \_\_\_\_\_

### GENERAL TERMS

Each student is accepted with the understanding that the date classes begin, he or she has registered for the entire course of study. The student agrees to report to the University located in Florida for class scheduled on-campus, or log in to the online campus at <https://keiseruniversity.blackboard.com/> for an online class on or before the above date and maintain regular attendance at the University during the period of education and abide by all rules and regulations of the University. The University reserves the right to dismiss any student for maintaining poor academic standing, excessive absences, failure to comply with the regulations of the University as stated in the current literature, or for nonpayment of tuition and fees when due. A late charge of ten (10) dollars will be added to any bill ten (10) days or more overdue. The student shall be liable for all late fees, reasonable attorney's fees and all other costs and charges necessary for the collection of unpaid fees. Students must supply personal items such as pens, paper, text books and notebooks. Students are responsible for all breakage.

### GENERAL POLICY

University policies have been formulated in the best interest of the student and the University. Changes in University policy are rarely made during a school year, since plans for each session are made well in advance. However, Keiser University reserves the privilege to make any change in tuition, fees, curriculum or any phase of its program where it is the opinion of the administration that the students or the University will be benefited. Such changes may be made without further notice. The University also reserves the right to cancel any classes which do not have the minimum number of five students enrolled. Courses which are delayed will be rescheduled within 16 weeks of the original date or the university will make a full refund of all monies paid to the Institution for that start. After successful completion of the program, the students will receive college credits earned, or degree from Keiser University. Although Keiser University provides employment assistance, it cannot promise or guarantee employment.

## **ADMINISTRATIVE PROCEDURES**

Keiser University's primary objective is to help the students meet their career goals. Occasionally, students have concerns or problems that need to be addressed. Students can confidentially discuss their problems at any time with their instructors, the Student Service Department or anyone on staff. Additionally, the Campus President maintains an open-door policy to meet the students' needs. If the administration has to take disciplinary measures against a student, the student may appeal the decision to the Grievance Committee which is made up of impartial staff members and a student representative. If a student dispute is litigated and the student receives an unfavorable decision, Keiser University will be entitled to any reasonable attorney's fees incurred in the defense of the student complaint.

## **GRADUATION REQUIREMENTS**

To graduate from Keiser University, students must: (1) Successfully complete all required courses; (2) Complete all records and files as necessary; (3) Complete departmental final or apply for state and/or national certification examination, as required; (4) Maintain satisfactory attendance throughout the program; (5) Fulfill all financial obligations to the University.

## **CANCELLATION & REFUND POLICY**

### **Tuition and Fee Disclosure**

Students will be obligated for all charges (tuition/fees/books/supplies) for the period of financial obligation they are currently attending plus any prior account balance. A semester equals 4 terms (16 weeks) with one term equaling 4 weeks of instruction. Depending on the schedule, a student may not be in for all 4 terms of a semester. An administrative fee of \$100 will be charged when a student withdraws prior to the completion of the period of the semester (the period of financial obligation). The period of financial obligation is the time the student is enrolled (a semester).

Students who have withdrawn and wish to re-enter will be charged a \$150 reentry fee.

### **Return of Title IV Funds (R2T4)**

A pro-rated portion of any Federal Title IV Funds received are returned to the appropriate program for a student who withdraws prior to the completion of reaching the 60% point of the semester. The formula for Return of Title IV Funds (section 484B of the Higher Education Act) also specifies the order in which funds are to be returned to the financial aid programs. {Order of refund is (1) Unsubsidized Loan – (2) Subsidized Loan – (3) Perkins Loan – (4) PLUS/Grad Loan - (5) PLUS – (6) Pell Grant – (7) FSEOG - (10) other}

### **Cancellation / Withdrawal Calculation**

Withdrawal at any time from the date of the student's registration to the day before the first scheduled day of the semester – 100% refund of tuition and education fees. The institution will retain the application fee of \$55.

Withdrawal at any time during the first week of the semester – 90% refund of tuition only.

Withdrawal at any time during the second week of the semester – 85% refund of tuition only.

Withdrawal at any time during the third week of the semester – 80% refund of tuition only.  
Withdrawal at any time during the fourth week through the end of the semester – no refund.  
Any funds paid for supplies, books, or equipment which can be and are returned to the university, will be refunded to students who withdraw prior to the start of the semester (period of financial obligation) upon return of said items which can be resold. The university reserves the right to determine if above mentioned items are returnable.

All registration fees will be refunded if student is not accepted into his/her particular program. Students must notify the institution in writing of cancellation. All monies paid by an applicant will be refunded if cancellation occurs within three business days after signing these terms of enrollment and making initial payment. If cancellation occurs after three business days from the signing of the terms of enrollment, all application and registration fees in excess of \$100 will be refunded to the student. Refunds will be made within thirty days from the date of determination of the student's withdrawal. All balances owed the institution due to the return of Title IV funds or withdrawal calculation or a balance due at time of graduation will be billed to the student.

*On-campus students in the Allied Health programs are required to wear medical scrubs to class each day while in the core. These medical uniforms are available through the campus bookstore.*

For the William D. Ford Federal Direct Loan Program, schools must review with the student borrower information or the availability of the Student Loan Ombudsman's office when providing exit counseling to borrowers.

Office of the Ombudsman, Student Financial Assistance, U.S. Department of Education, FSA Ombudsman Group, 830 First Street, N.E., Mail Stop 5144, Washington, DC 20202-5144 (877) 557-2575, <http://sfahelp.ed.gov>, <http://ombudsman.ed.gov>.

## **ARBITRATION**

It is agreed that in the event the parties to this enrollment agreement are unable to amicably resolve any dispute, claim or controversy arising out of or relating to this agreement, or if a claim is made by either against the other or any agent or affiliate of the other, the dispute, claim or controversy shall be resolved by arbitration administered by the American Arbitration Association under its Commercial Arbitration Rules. If this chosen forum or method of arbitration is unavailable, or for any reason cannot be followed, a court having jurisdiction hereunder may appoint a panel of arbitrators pursuant to section 682.04, F.S. The expenses and fees of the arbitrator(s) incurred in the conduct of the arbitration shall be split evenly between the parties to the arbitration; however, if Keiser University prevails in the arbitration proceeding, Keiser University will be entitled to any reasonable attorney's fees incurred in the defense of the student claim. Venue for any proceeding relating to arbitration of claims shall be in the county wherein the institution is located. This agreement cannot be modified except in writing by the parties.

## **RULES AND REGULATIONS**

1. Each student must supply the school with a copy of his/her high school transcript or G.E.D.
2. Each student must demonstrate proper professional behavior towards fellow students and administrators of Keiser University. Proper behavior prohibits lying, cheating, vandalism and disrespect for other's property.
3. Each student must maintain proper attendance.
4. All online students must login at least three times a week and actively participate in class. All campus based students must arrive at school at the scheduled beginning of class. Excessive tardiness may also result in status review.

5. Each student must maintain satisfactory progress. Students must maintain at least a "C" average or better during each grading period. Failure to maintain proper average will result in possible change of status.
6. Students will not eat or drink in laboratories or classrooms (applies to ground campus students only).
7. Each student must report to the school within two (2) hours of the class if they are going to be absent or late (applies to ground campus students only).

**PROFESSIONAL LICENSURE OR CERTIFICATION**

In order to comply with regulations regarding distance education, Keiser University is required to make the following disclosure to applicants and students completing their coursework outside of the state of Florida, including field experiences (e.g. internships, practicums, clinical placements), when their program of study customarily leads to professional licensure.

The National State Authorization Reciprocity Agreement (NC-SARA) of which we are a member, has no effect on state professional licensure requirements. It is advised that applicants seek guidance from the appropriate licensing agency in your home state before beginning any academic program leading to licensure or certification. Please visit our website at <https://www.keiseruniversity.edu/heoa/professionallicensure/> for further information on this topic. If you are unable to locate the correct information about professional licensure, or have difficulty obtaining the information you need, please contact the academic advisor for your program.

\_\_\_\_\_  
Student Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
(if applicant is less than legal age, parent or guardian must sign)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Admissions Official

\_\_\_\_\_  
Date

\_\_\_\_\_  
Accepted By

\_\_\_\_\_  
Date

