

PERFORMANCE MASTERS

Refund Policy

When withdrawal procedures are followed, PERFORMANCE MASTERS will refund fees within a reasonable period of time according to the following schedule.

Withdrawal completed:

- Before the start of the semester — **100% Refund**
- By the last day of the second week of the semester — **100% Refund**
- After the second week of the semester — **No Refund**

Any flexibly scheduled course (course beginning with an "F" prefix) receives a 100% refund during the first 20% of the course only.

Determination of Attendance:

Definition of attendance: A student is considered to have established attendance with at least one of the following academically related activities:

- Physical class attendance where there is the direct interaction between instructor and student
- Submission of an academic assignment
- Examination, interactive tutorial, or computer-assisted instruction
- Study group assigned by the school
- Participation in an online discussion about academic matters (excludes introductory posts)
- Initiation of contact with the instructor to ask questions about an academic subject

Logging into MyCanvas is NOT considered academic in nature and therefore should not be used to report attendance.

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Determination of Withdrawal Date

Students may withdraw from classes up to and including the week before final exams by giving written notice of their intent to the Student Services Office. Courses withdrawn after the drop/add period will be assigned a grade of "W".

Faculty may request to withdraw students who have missed more than 20% of the total scheduled classes by completing the Faculty Initiated Withdrawal Form. A faculty-initiated withdrawal will result in a final grade of 'WI'.

- The date the student began the institution's withdrawal process or officially notifies the college's Records Office of their intent to withdraw: or
- The last known attendance at a documented academically-related activity (i.e. exam, a tutorial, computer-assisted instruction, academic counseling, academic advisement, turning in a class assignment, or attending a study group that is assigned by the institution); or
- The midpoint of the period for a student who leaves without notifying the institution.

The student may rescind his or her withdrawal if the student declares in writing his or her intent to complete the period of enrollment and continues attendance. However, if the student does then withdraw before completing the period, the withdrawal date is the later of:

- The date the student first (originally) notified the institution; or
- The last date of attendance at a documented "academically related activity".