

VIII—22.00—POLICY ON REFUNDS TO STUDENTS WHO WITHDRAW FROM ALL COURSES OR THE INSTITUTION FOR EXTENUATING CIRCUMSTANCES

(Approved by the Board of Regents June 13, 2025)

- I. In compliance with the Cameron Carden Act of 2024 (Education Article, Anno. Code of MD, Section 15–138), each degree-granting institution within the University System of Maryland (USM) shall have a policy that authorizes a student to withdraw from all courses at the institution for a certain semester, or withdraw from the institution, under extenuating circumstances and that provides, if warranted, for the student to receive a refund for tuition and fees paid by the student for the semester in which the withdrawal occurs if the extenuating circumstances inhibit the student’s ability to acquire an education at the institution.
- II. Definitions:
 - A. “Extenuating circumstances” include serious illness, injury, hospitalization, and impairments to the mental health or wellness of the student.
 - B. “Inhibit a student’s ability to acquire an education at the institution” means, in the semester of withdrawal, a student is not able to complete any of the credits in which the student was enrolled because of extenuating circumstances. This does not include situations in which the student is able to complete one or more credits or courses through an incomplete.
 - C. “Paid by the student” means funds provided by the student or on behalf of the student from sources other than grants, scholarships, tuition remission, or other third-party student support contract payments as referenced in BOR VIII-2.20.
 - D. “Tuition and fees” means “tuition” as defined in BOR VIII-2.01, and “fees” means fees required to be paid by all students as described in BOR VII-2.50.
- III. Each institution’s policy or procedures shall ensure the following:
 - A. That the student who withdraws provides relevant documentation, as determined by the institution, of the extenuating circumstances that inhibit the student’s ability to acquire an education at the institution;
 - B. Publication of the process the student must follow to initiate a withdrawal and to request a refund based on extenuating circumstances that inhibit the student’s ability to acquire an education at the institution;
 - C. Minimization of the negative financial impact on students for withdrawing under extenuating circumstances that inhibit the student’s ability to acquire an education at the institution; and
 - D. Provision of a mechanism for students whose tuition would have been covered by tuition remission to appeal a charge based on extenuating circumstances;
- IV. Each institution shall develop an appeal process as part of policy implementation.