



(Online Division Only)

Course Drop/Withdrawal, Transfer, Extension, Reinstatement, & Refund Policy

Notes: The **start date** in this chart refers to the first day the student was issued an email to access the student portal to begin class. **Calendar day** in this chart refers to the number of days that have passed since the class start date. No refunds are given for technology fees or tuition for noncredit courses after the deadline to drop.

- Please note the application fee is nonrefundable.
- A 3% Online bank fee will be deducted from all refunds.
- All students must complete and submit the online form "Course Drop/Transfer Request" to drop/withdrawal or transfer from any online course. The date the form was submitted will be used for tuition refund policy purposes below.

Tuition Refund	12-Week Course or less (or 3 months or less)
100%	Withdrawal initiated through calendar day 5
75%	Withdrawal initiated on calendar day 6 to 9
50%	Withdrawal initiated on calendar day 10 to 17
0%	Withdrawal initiated on or after calendar day 18

Tuition Refund	16-Week Course or more (or 4 months or more)
100%	Withdrawal initiated through calendar day 7
75%	Withdrawal initiated on calendar days 8 to 13
50%	Withdrawal initiated on calendar days 14 to 25
0%	Withdrawal initiated on or after calendar day 26

Exceptions to Course Drop/Withdrawal and Refund Policies

All students are subject to policies on withdrawal and refunds. However, students may request an exception to the withdrawal and refund policy when special circumstances prevent compliance with the published deadlines. See below list of qualifying circumstances, criteria, and instructions for an exception. Please allow 14 days for decision to be made regarding any exception. Exception must be submitted in writing and emailed to the Admin Director at admin@aenonline.org.

Students seeking an exception must meet the following criteria:

1. A direct cause-and-effect relationship can be demonstrated between the extenuating circumstances and the student's ability to persist in his/her course(s).
2. Circumstances experienced and their resultant impact were not foreseeable and/or could not have been reasonably prevented during the time period in question.
3. Relevant documentation can be furnished from an appropriate authority to support the claim. (Documentation must be on official letterhead of the issuing authority and include the contact information for this authority. Examples of such documentation include a letter from a physician, commanding officer, employer, etc. Please note that all documentation submitted to the Office of the Registrar is kept confidential).

Transfers To Different School Division (On Campus or Distance Learning)

- All transfer requests must be made within the first **15 days** of enrollment (Application date) with submission of the "Course Drop/ Transfer Request" online form and are subject to:
 - Approval by the Online Admin Director & both School Divisions Deans.
 - Transfers can only be made between self-paced courses.
 - Subject to all other School Divisions fee's (books, supplies etc.)
 - \$25 administrative fee will be assessed on approved transfers.
 - If the course fee is higher, student will be charged for the difference, and if the course fee is lower, student will be refunded the difference.

Extension & Reinstatement Policy

- Course Extension:
 - \$25 per month fee after course expiration date.
 - Must be purchased before course expiration date.
- Course Reinstatement
 - \$50 fee if within 12 months of course expiration date.

- Must purchase course extension time.
- \$100 fee after 1 year of expiration date
 - Must purchase course extension time.
- *Not valid after 2 years of course expiration. Student must start over from beginning and submit full payment with application.*