



Instructions for Completing the  
**MASTER PROGRAM  
ENROLLMENT AGREEMENT**  
(INS102)

**Instructions for Completing the Enrollment Agreement  
Student Information**

- Fill in your name and last name.
- Complete your current address, including apartment number or house number, city, state or region and country.
- Insert your birth date in format MONTH / DAY / YEAR in numbers

**Program Information**

- Check the program you are enrolling in.
- Check the degree awarded by this program.
- Read the Graduation Requirements.

**Program Cost**

- Here you will find a detailed list of fees and costs, including tuition fees, an estimate for books and supplies and an estimate for the complete program cost.
- All monies are in United States Dollars (USD)
- Read the Payment and Cancellation Terms.

**Refund Policy and Signatures**

- Read the Refund Policy in this section. An enrolled student, upon withdrawal from a course, will be refunded tuition as outlined in this policy.
- Read the employment guarantee information.
- Read the contract termination or cancellation.



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**Note on Withdrawals**

In situations of mitigating circumstances, the President of UNAD Florida may refund in excess of the amount determined by the refund policy using the guidelines provided by Rule 6E-1.0032, F. A. C.

If a student officially withdraws from UNAD Florida or if a student is officially terminated, that date becomes the Date of Determination. On the Date of Determination, the student's last day of attendance will be ascertained. If any monies are due to the student, the monies will be refunded within 30 days of the Date of Determination.

If a student unofficially withdraws from UNAD Florida (stops attending without official notification), UNAD Florida will evaluate the student within 30 days after the last contact or attendance. On the day it is decided the student has withdrawn during the evaluation period, the student's last day will be ascertained. The date it is discovered that the student is no longer attending the university will be considered the Date of Determination. Refunds to the student will be made within 30 days of the Date of Determination.

If a student does not return from an official Leave of Absence, UNAD Florida will evaluate if the student is to be withdrawn and the student's last day of attendance or contact will be ascertained. The date it is discovered that the student is no longer attending or the date that the student notifies the school that he/she will not be returning from the Leave of Absence (whichever is sooner) will be considered the Date of Determination. Refunds to the student will be made within 30 days of the Date of Determination.

**Grievance / Complaint Procedure**

A grievance procedure is available to any student who believes a school decision or action has adversely affected his or her status, rights or privileges as a student. The purpose is to provide a prompt and equitable process for resolving student grievances.

Students with grievances should first communicate in writing with the Academic Dean. If the Dean is unable to resolve the student's complaint, the Dean will refer it to the Executive Director. The Executive Director will take steps to resolve the complaint, or will refer it in turn to the Board of Directors. The Board of Director's decision is final.

Students who, at the end of this process, feel a grievance is unresolved may refer it to the Executive Director, Commission for Independent Education, 325 W. Gaines Street, Suite 1414, Tallahassee, FL 32399-0400. 1-888-224-6684 (Toll Free)