



CIEE TERMS AND CONDITIONS

The Terms and Conditions as outlined below pertain to the **Fall 2020, January 2021, Spring 2021, and Summer 2021** programs and supersede any other published policies pertaining to these terms.

This section includes General Policies, Academic Code of Conduct and Program Fees and Payment Policies.

CIEE reserves the right to modify or cancel any statement in the program descriptions and information as listed at www.ciee.org, or in the hard copy program catalogs, without prior notice.

I. GENERAL POLICIES

Program participants are governed by four sets of policies:

- The contract entered into by each Program participant
- Policies set by CIEE Portland office, CIEE Global Operations, and/or the CIEE Academic Consortium Board for CIEE Study Abroad programs.
- Policies set by the host institution.
- Policies set by the student's home institution.

In the case of conflict among these four sets of policies, the CIEE Participant Contract and Forum and Methodology for Dispute Resolution Agreement, inclusive of these Terms and Conditions, first applies. It is the sole responsibility of the student to become familiar with all CIEE and host institution policies.

Admission

CIEE works with home institutions regarding the processing of applications for CIEE programs. In nominating students, home institutions have the responsibility to evaluate applicants' credentials carefully and to determine their suitability for the selected programs. Endorsement of an individual applicant constitutes an assurance that the student meets the minimum admission standards for the program, that the student is prepared linguistically, academically, and socially to succeed and derive benefits from the program; and that it is appropriate for the student's academic program and goals.

Acceptance to all CIEE programs is done on a rolling basis by CIEE staff.

CIEE reserves the right to reject an applicant for any reason. CIEE encourages students to apply as early as possible to ensure a spot on their desired program. In cases where CIEE receives applications in excess of capacity, CIEE will create a waitlist of applicants based on the date the complete application was received in Portland, Maine.



Incomplete applications will not be considered. In waitlist situations, CIEE favors applicants from CIEE Academic Consortium member institutions who have an outstanding cumulative grade point average and supportive evaluations. CIEE does not discriminate on the basis of race, gender, sexual orientation, religion, age, marital status, national and ethnic origin, or disability.

Students may defer acceptance to a CIEE program for up to one year from the term of acceptance. The deferral request must be received in writing by the CIEE Portland office prior to confirmed participation and no less than 15 days before the advertised arrival date for the program to which the student has been accepted in order to avoid financial liability (in cases where the participant has confirmed participation in the program prior to requesting deferred status, the confirmation fee is non-refundable but may be applied toward the approved deferral term). Under no circumstances will CIEE approve a request to defer participation on or after the arrival date for the program. In order to reactivate the application, students must submit an updated transcript and Home School Nomination form by the application deadline for the program they wish to attend. Students may be required to submit additional information.

“Autonomous” participants are students who request to study independently of a home institution and have agreed that their earned credits and grades with CIEE will not be sent at the end of the program to a home institution for transfer of credits to a transcript or degree program. **These students are required to fulfill all CIEE academic and program requirements while abroad, will be evaluated via the CIEE credit and grading system for all coursework, and will have a permanent record of their final grades with CIEE.** Autonomous participants will be able to review their final grades online once they have been processed, and have up to two years to request that CIEE forward the original copies of their CIEE Academic Record to an institution that agrees to grant them credit based on the CIEE Academic Record. CIEE cannot guarantee that credits will be accepted by any institution that didn’t sponsor or approve the study abroad program at the time of application. Autonomous students must request to be enrolled as a School of Record student prior to the advertised program start date, or by the deadline stated in the Autonomous Student School of Record offer email that is sent to all eligible participants each application cycle (whichever date is earlier). Participants who elect to study with CIEE as “autonomous” also agree that they will not be eligible for any federal, state, or institutional grants, loans, or scholarships that require enrollment certification from an eligible institution of higher education, nor will they be eligible to request deferred payment status on any student loans they borrowed prior to participation on the CIEE program, since their earned credits with CIEE will not count toward a degree program at an eligible institution, and since the degree-granting institution is responsible for processing all enrollment and financial aid certification documentation.



Late Arrival to a Program

Students are required to be present from the first day of the program orientation (see Important Notes, number 4 below). In extremely rare cases, there may be valid academic or personal reasons for a student to arrive late. Permission for such arrangements can only be granted by the appropriate members of CIEE Enrollment and of CIEE Academic Affairs / Registration staff in Portland, and only upon receipt of both a written request from the student and written approval from the study abroad office at the student's home institution.

Student Program Orientation

The home institution will typically provide informational material covering relevant academic matters prior to the student's departure. It is the sole responsibility of the student to be familiar with this information and the policies of the home institution.

Prior to the program start date, students are required to participate in a CIEE online pre-departure orientation (OPDO), online Know Before You Go (KBYG) course, or series of orientations (depending on location and program). A more extensive CIEE program orientation takes place at the program site, which all students are required to attend.

Drug and Alcohol Policy

Students are subject to the laws of the host country and any policies and regulations of the host university. Alcohol abuse, as well as using, purchasing, distributing, or possessing cannabis, illegal drugs, or any other controlled substances, by students is viewed by CIEE as a serious violation of the terms of participation and can result in dismissal from the program.

Drug and Alcohol Violations

Penalties for drug violations in many host countries are often harsher than in the United States. Use of drugs other than prescribed drugs for legal medicinal purposes may result in expulsion from the study program, as well as possible criminal prosecution. Students traveling abroad are subject to the laws of the country they are visiting – their own country's laws do not protect them.

Program Cancellation

CIEE reserves the right to cancel a CIEE Study Abroad program due to insufficient enrollment or other factors beyond its control. All CIEE programs are based on group arrangements involving a minimum number of participants. In the unlikely event that a program is cancelled prior to the start of the program, due to low enrollment, force majeure or any other reason, CIEE will refund all payments received but will have no further liability to participant. CIEE Center Directors may not cancel or change the dates for any advertised Short Term class that is also associated with a summer multi-site program, unless the summer multi-site program itself has been cancelled.

If an emergency or a force majeure event requires that a program be cancelled following the program start date and prior to the end of an academic term, CIEE will make reasonable efforts to make alternative arrangements in order to allow students to



complete their academic work, but cannot guarantee that full or partial credit will be obtained. If alternative arrangements cannot be made, CIEE will make reasonable efforts to collect documentation of student work completed to date. CIEE will share this information with the home institutions of students enrolled in the program so they will be able to evaluate, per home institution policies, whether to grant their students any, full, or partial credit for work completed.

If alternative arrangements can be made for the student to complete the program's academic work for cancelled programs, after the program start date, there will be no refund of program fees. If no alternative arrangements can be made for student to complete the program's academic work, for cancelled programs after the program start date, CIEE will make reasonable efforts to recover costs for the cancelled portion of the program and refund those monies to the student. However, CIEE pays the bulk of program costs, including but not limited to educational expenses, housing, study center support, health, safety and security and administrative costs upfront and before the program start date. These upfront payments are non-recoverable costs and are non-refundable.

II. ACADEMIC CODE OF CONDUCT AND POLICIES

Students are solely responsible for their own academic success, and for knowing and adhering to the policies of their home institutions, in addition to CIEE's stated policies and those of the host institution abroad. Recommendations for course pre-requisites can be found on individual course syllabi. The student is responsible for consulting with his/her home school advisors prior to departure to ensure that coursework completed at the home school prior to study abroad fulfills the noted requirements to be successful in the course. Students are expected to report any concerns they may have regarding academic matters to the CIEE Center Director as they arise on site. It is also the sole responsibility of the student to obtain complete information concerning how academic work completed overseas is evaluated by the home institution, as well as what the home school policies are that determine whether and how credit is counted towards the student's degree program and to meet financial aid Academic Progress requirements. The policies stated within these Terms & Conditions and in the CIEE Academic Manuals given to students during onsite orientation, are what is minimally required by CIEE for all programs; however, each CIEE program may provide students with additional and more stringent policies, specific to the needs and academic culture of that location, program, and/or host institution. Students are held equally responsible for all stated policies.

In most cases, the home institution both nominates students to CIEE for admission and grants them credit following their successful completion of coursework. In some cases, however, the home institution nominates students but requires that the coursework completed abroad transfer through an official U.S. School of Record.



Only those students whose home school study abroad advisors indicate the need for the student's grades to be processed by a School of Record on the initial program application, by completing the appropriate section of the CIEE Home School Nomination form, are eligible to receive a School of Record transcript. Students cannot be retroactively processed as (or removed as) a School of Record participant once the Participant Contract task is signed by the student. Participating on a CIEE Study Abroad Program through a School of Record requires a supplemental administrative fee (cost as noted in the advertised CIEE program fee breakdowns), which will be included on the student's program fee bill from CIEE unless the student's home school asks to be billed for this fee, on behalf of the student, in their Billing Agreement with CIEE. Please note that the student is responsible for paying the School of Record fee once the student has confirmed participation in the program by completing the CIEE Confirmation Fee task in their program application--either by paying the confirmation fee, or by selecting the "Bill me" option for the confirmation fee. The student will be billed for the School of Record fee with the rest of his/her program fees and will be held responsible for payment of this fee even if s/he withdraws or cancels after confirming participation. In addition, but unrelated to the School of Record fee, students will also be required to submit an SOR Waiver form, for their demographic information, course registration and final grades to be transmitted to the School of Record for processing.

NOTE: Any reference made by CIEE staff or within these terms & conditions to "home school advisor" indicates the study abroad advisor at the home institution, not an academic advisor. The student should communicate with his/her study abroad advisor on all program matters.

Course Loads, Credits, Equivalencies, and Grades

Students on CIEE programs are required to take a full course load as offered by each program, usually the equivalent of 15 - 18 U.S. semester-hour credits for one full semester but varies by program. Block-based programs require 6-7 credits for a single block, 12-15 credits for two blocks, and 15-18 credits for three blocks, over the course of one semester. Summer and January short term programs vary from 3 to 10 credits, depending on the specific duration of the program term and location. Unless the advertised program course load requirements indicate otherwise, no students are allowed to be enrolled in more than 18 U.S. semester credits without approval from the CIEE Center Director and the student's home institution Study Abroad Office.

Students requesting to enroll in more credits than advertised for the program will be advised in writing of any supplemental tuition fees that may be associated with the credit overload and will be responsible for payment to CIEE for any such incurred fees. Additionally, taking an online course offered at the home institution is not—in its own right—an acceptable reason for a student to request a reduction in the required course load with CIEE.



CIEE individually evaluates host institutions that report course workloads on a basis other than the U.S. semester-hour system. Final authority for the published credit equivalency rests with CIEE Academic Affairs.

For CIEE-administered courses, a block of fifteen 50-minute sessions is equivalent to one semester hour of credit. Some courses may include activities such as conversation hours, applied arts sessions, or visits to museums, which, although academic in nature, do not entail additional outside work. In these cases, the general rule of thumb is that when the course instructor is present and overseeing the activity, but not leading direct instruction, only the time spent directly in the activity (i.e. not travel time or breaks) is counted at a rate of 3 hours of activity = 1 “contact hour” (this includes course-required movie viewing). Similarly, lab and internship placement hours are also counted at a rate of 3 hours of activity = 1 “contact hour”. If the co-curricular activity is one that is self-guided by the student, it is treated in the same manner as a “homework” assignment and not counted in contact hours.

Grades are awarded for student performance using a U.S. system of letter grades, a host-country system of letters, numbers, and/or descriptors, or a combination of these methods. CIEE reports final grades to students’ home institutions using a U.S. letter grade equivalent and does not typically permit pass/fail or credit/no-credit grading, with the exception of non-credit Survival Language courses. Determination of the final grade, based on the documentation provided by CIEE, is at the discretion of the student’s home institution or School of Record. The student’s home institution may or may not post grades earned overseas to the student’s transcript and may or may not include overseas grades in the grade point average.

A cautionary note to students whose home schools post only credits earned (pass/fail marking) or credits and grades for only those courses earning higher than a grade of C: The CIEE Academic Record will contain letter grades for all registered courses—including failing marks. If at any point you intend to apply to graduate or professional school or for a scholarship or fellowship, or for any other reason need to request a copy of your CIEE Academic Record, your failing marks will be reported by CIEE. It would not be prudent to assume that you can “relax” in your coursework, just because your home school only posts pass/fail marks or does not post lower or failing grades to your transcript. Additionally, you may incur financial aid penalties if you do not successfully complete your enrolled courses.

Academic Records

Upon completion of the program, CIEE onsite staff enters final grades into the CIEE integrated database and sends supporting documentation from the host institution (when available), to the CIEE Portland office. The CIEE Academic Record is sent to the student’s home institution or School of Record. (For Autonomous students, an unofficial copy of the CIEE Academic Record is sent to the student via email for their personal records.) The CIEE Academic Record, approved by the CIEE Academic Consortium, is the official report provided for each participant on a CIEE Study Abroad program, and



includes the student's name, date of birth, term of attendance, and lists each course studied, the language of instruction, hours of instruction, suggested U.S. grade equivalency, and semester hours of credit. The official/original CIEE Academic Record, sent to students' home schools that don't require a School of Record transcript, also includes any supporting documentation provided by the host institution. In addition, each CIEE Academic Record includes a guide that details information regarding credit and grade conversions used by CIEE. Only those grades reported on the CIEE Academic Record (or the School of Record transcript, if applicable) are the official, final grades for a student's term abroad on a CIEE program. Grades reported in CIEE's online Learning Management System (Canvas) or any host institution online Learning Management System do not constitute the official, final grade for any course.

Home institutions typically receive final grades from CIEE approximately ten to twelve weeks after the program ending date; however, there are some locations that take longer to report grades to the CIEE Portland office. This is primarily the case for programs with direct enrollment courses (e.g. but not limited to some programs in Argentina, Belgium, Brazil, England, the Netherlands, South Africa, and Spain), typically because the timeline for reporting final grades by the local institutions in these locations is later than in other CIEE locations. U.S. institutions that require their students' grades to be processed through CIEE's School of Record should expect up to an additional three weeks for processing. Inquiries about grades status should be directed to the CIEE Portland office, not to the overseas program staff nor to the School of Record.

Information from the CIEE Academic Record or School of Record transcript is entered onto the transcript at the home institution, and this becomes the official record of participation in a CIEE program. CIEE Academic Record official / original copies are not released to credit-seeking students, since students should request their final, earned grades from their home institution (or School of Record, if applicable), which officially grants credit for the program; however, students will be able to view an unofficial record of their final grades with CIEE online, once the CIEE Academic Record has been sent to their home schools or School of Record. School of Record students will also receive one official, personal copy of their official School of Record transcript of credits and grades earned on the program, mailed to the student's permanent address, and a second official transcript is sent to the student's home institution (to the grades contact as identified by the home school in the CIEE Home School Nomination Advisor form) for transfer credit evaluation and processing toward the home school degree program.

CIEE will not release Academic Records for participants who have outstanding financial or administrative obligations to the CIEE Portland office or to the program site. Participants who have earned failing grades for half or more than half of the total course work attempted will have their grades released to their home schools, regardless of any outstanding debt, and risk having their accounts sent to Collections



for non-payment. Students failing more than 50% of their courses are not eligible to continue to a subsequent semester of study with CIEE.

CIEE will not release grades to participants over the phone at any time. Occasionally, participants require copies of the CIEE Academic Record. Under no circumstances is anyone other than the participant or the participant's home institution allowed to request copies of a CIEE Academic Record. Requests from participants must be made in writing to the CIEE U.S. office using the CIEE Transcript Request Form.

The CIEE Registrar and Registration staff are the only people authorized to release students' final grades.

Course Work

All course work **MUST** be turned in directly to the professor unless the student has received other explicit, documented instructions to the contrary. Late submissions of coursework / assignments during the course of the term of study are not accepted. Truly exceptional circumstances causing a student to request special consideration to submit an assignment late must be approved in writing by the CIEE Center or Academic Director—**individual professors do not have the authority to grant exceptions**. Computer / technical issues are rarely considered to be an acceptable reason for granting an exception – students need to be sure to save back-up copies of all work to an external drive regularly. If an exception is granted by the CIEE Center Director, the new deadline for the assignment will be set for the next earliest possible date for the student to submit the assignment.

Students are required to keep back-up copies of all of their assignments (every major paper or take home examination) for one year after the official program end date—both in hard copy and electronically; however, since students must also keep hard copies of all work, failure of personal technology or loss of data is not an acceptable reason for missing stated deadlines nor as a supporting reason for an academic appeal.

All students are required to remain at the program location until the final program date and/or until the last of their regularly-scheduled final exams are completed, and to complete and turn in all academic work, including examinations and papers, prior to departing the site.

Individual professors do not have the authority to extend deadlines, make special arrangements for students, or otherwise modify the CIEE academic policies. Any special arrangements tentatively proposed by professors must be submitted to the CIEE Center / Academic Director for review and final approval, and in some cases the CIEE Center / Academic Director may need to seek authorization from CIEE Academic Affairs.



It is each student's responsibility to understand all local regulations governing completion of work and departure from the program site. A grade of "F" will be assigned for any missing work at the end of the semester, if proper approval for any exceptions is not secured prior to departure, and the final grade for the course will be calculated accordingly. In other words, even if a professor is willing to support a request for a deadline extension, the student must also seek and obtain approval from the CIEE Center / Academic Director. Failure to do so may result in the student receiving a failing grade for the assignment or the class, even if the professor or host institution reports a passing grade.

In locations where host institutions offer "deferred examinations" or an opportunity to "re-sit" or "re-take" an exam, only students who have acquired CIEE approval and are able to sit the alternate examination **at** the host institution may request such an opportunity, per the standard terms and processes as offered by the host institution. CIEE does not permit students to re-sit or re-take exams, nor apply to take deferred exams, at a location other than that of the host institution. If a student makes arrangements to re-sit an exam without prior CIEE approval, CIEE will report a grade of "F" on the CIEE Academic Record for the course in question, regardless of whether the host institution issues a new/passing grade for the course. Similarly, students are not permitted to take "Supplemental Examinations" offered by host institutions unless a numeric grade is assigned for the final grade resulting from the supplemental examination. CIEE will report the original course grade of "F" for any course indicating a supplemental exam was taken by the student and a grade of "pass" with no correlating numeric grade is provided.

Under no circumstances are instructors of CIEE-administered classes authorized to offer re-sit, make-up, or supplemental exams or assignments.

Class Attendance

CIEE program minimum class attendance standards are as outlined below. **Location-specific attendance policies may be more stringent than the policies stated below.** The CIEE Center Director sets the specific attendance policy for each location, with approval by the Regional Director of Operations (RDO), including how absences impact final grades. Such policies are communicated to students during orientation and via CIEE documents distributed onsite. For host institution classes, the aforementioned policies apply when the host institution instructor has no published attendance policy.

Regular class attendance is required throughout the program, and unexcused absences may result in a lower grade for any affected CIEE course. Students must notify their instructor beforehand if they will miss class for any reason. (Notification must be made via Canvas when applicable or via email with a copy to the Center Director / Academic Director when the absence is related to a course that is not managed via Canvas.) Students are responsible for any materials covered in class in their absence.



Students who miss class for medical reasons must inform the instructor and the Center Director / Academic Director and provide appropriate documentation as noted below. Make-up opportunity will be provided to the extent this is feasible.

Students who transfer from one CIEE class to another during the add/drop period will not be considered absent from the first session(s) of their new class, provided they were marked present for the first session(s) of their original class. Otherwise, the absence(s) from the original class carries over to the new class and counts against the grade in that class.

For CIEE classes, excessively tardy (over 15 minutes late) students must be marked absent. Attendance policies also apply to any required co-curricular class excursion or event, as well as to Internship, Service Learning, or required field placement. Attendance policies also apply to any required class excursion, with the exception that some class excursions cannot accommodate any tardiness, and students' risk being marked as absent if they fail to be present at the appointed time. Students who miss class for personal travel will be marked as absent and unexcused. No make-up or re-sit opportunity will be provided.

Students may not miss hours at the internship or service-learning placement hours unless approved in advance by the Academic Director and internship supervisor. All students must work the requisite minimum number of hours, as stated in the course syllabus, at the internship or service placement to be eligible for academic credit.

An absence in a CIEE course will only be considered excused if:

- a doctor's note from a local medical professional is provided
- a CIEE staff member verifies that the student was too ill to attend class
- evidence is provided of a family emergency
- the CIEE Center or Academic Director approves an absence related to an observance of a religious holiday

CIEE Class Attendance Standards:

Percentage of Total Course Hours Missed	Minimum Penalty
Up to 10%	No academic penalty
10 – 20%	Reduction of final grade; written warning and home school notification
More than 20%	Automatic course failure, and possible expulsion



- Students are not permitted to travel away from the program site while classes are in session, unless part of a CIEE-organized excursion. Weekend travel is permitted, as long as the CIEE Independent Student Travel form is submitted to the CIEE Center Director.
- For students who miss up to 20% of the total course hours, the Center Director/ Academic Director may allow for exceptions to the local attendance policy based on documentation such as proof of bereavement, religious observances, hospitalization etc., in conjunction with home school study abroad advisor notification and approval:
 - At the discretion of the Center Director / Academic Director, CIEE will consider requests to observe religious holidays as excused absences, if the participant contacts CIEE in advance of arrival on site and receives written approval ahead of the start of classes. The expectation is that the work will be made up and that the instructor should make every reasonable accommodation to ensure this is possible, specifying the expectations and deadlines in his or her approval; if by nature of the missed period the work cannot be made up, there should be no academic penalty.
 - Excused absences will not result in a grade reduction (up to the 20% absentee point), and the expectation is that, when possible, the missed classwork will be made up either by an alternative or additional means of assessment appropriate to the missed material.
 - Excused absences will continue to count toward total percentage accumulation of missed classes, and more than 20% total class time missed may still result in removal from the course or program (reviewed on a case-by-case basis with RDO and Academic Affairs).
- Standard doctor's visits only qualify as a justification for absence from class if the doctor provides a note confirming that the visit could not have been arranged at another time, or that the student was too ill to be able to attend class at all on the day of the visit.
- Personal travel and/or travel delays are not considered justifiable reasons for missing class.
- Persistent absenteeism (students with more than 10% of total course hours missed, or violations of the attendance policies in more than one class) will lead to an immediate written warning from the CIEE Center Director / Academic Director and notification to the student's home school; subsequent absences totaling 20% or more of class time may result in failure and dismissal from the class and/or program, at the discretion of CIEE.
 - **For absences that fall between 10-20% of total course hours**, CD/AD will issue additional written warnings to students, and notifications to the home school advisor, as relevant to the individual student situation. The intent is to ensure that the student and home school are well advised of any potential for failure (or dismissal), as well as options available for corrective action so the student is well advised of any opportunity to avoid failure.



- o If the Center Director / Academic Director believes a student should be dismissed, a discussion is required with the RDO--well ahead of when the student may reach the 20% mark-- who may also decide to consult with Academic Affairs and the home school, before a dismissal is made.
- For any requests for exception related to CIEE's minimum class attendance standards, the CIEE Center Director will consult with CIEE Academic Affairs before an exception may be granted.

Add/Drop Period

At most Centers, when the program is not a set curriculum, students are permitted to make changes in their course selection during a brief period at the beginning of a term. However, CIEE Add/Drop periods may vary from program to program and may be earlier than the advertised Add/Drop period of the host institution. In these instances, the CIEE Add/Drop deadline is the official deadline for all CIEE program participants, rather than the host institution deadline.

In semester programs, the CIEE Add/Drop period will typically end no later than the second full week of regular classes for each academic term. In 6-10 weeks programs (block-based and some summer programs), the CIEE Add/Drop deadline will end no later than one week after classes begin. For programs shorter than 6 weeks (January and summer session-based programs), the CIEE Add/Drop Deadline will typically end no later than the end of the second day of classes. No changes are permitted in registration, other than those to correct clerical errors, after the CIEE Add/Drop deadline. **After the end of the CIEE Add/Drop period, the student's registration is considered final, and no course(s) may be changed or deleted from a student's CIEE Academic Record.**

Students are asked to verify their final registration, for both CIEE and host institution classes, in their CIEE online accounts. In the event a student fails to verify the registration as instructed and by the deadline stated by resident staff, the registration record as entered by resident staff is considered "final" and no further changes may be made to it. Therefore, if a class is noted on the record, and no grade is reported by the professor for the student, a grade of "F" will be assigned, regardless of whether the student believes she or he appropriately dropped or withdrew from the class in question. Students are responsible for ensuring and verifying that the final course registration accurately reflects the classes (titles, credits, hours, and language of instruction) in which they are enrolled and as the students anticipate the courses should be noted. Any perceived discrepancies should be reported immediately to the CIEE Center Director for review, consideration, and (if appropriate) correction.



Pass/Fail and Audit

Pass/fail registrations are not permitted in CIEE courses nor in host institution courses that are offered for graded credit. A student who carries a full course of study for credit may audit additional courses only at some CIEE locations, and only with: a) written authorization from the study abroad office at the home institution, and b) the approval of the CIEE Center Director. A student is not allowed to change from audit to credit status, or vice-versa, after the end of the Add/Drop period. Final authority for grade and credit transfer rests with the student's home school, whose policies may determine that the student will receive credit/no credit or pass/fail grades on their own transcript; however, CIEE must report all attempted coursework with earned letter grades and credits.

Withdrawal from a Course

All students are required to remain at the program location until the final program date, and to complete and turn in all academic work, including examinations and papers, prior to departing the site. Students are required to be registered with CIEE for the total minimum credits as advertised for the program. If exceptional circumstances warrant (e.g. documented medical recommendation), the student may request permission from the CIEE Center / Academic Director to withdraw from a course; however:

- Students participating in a semester program are not allowed to drop below a total of 12 U.S. semester credits.
- Students participating in a block-based semester program are not allowed to drop below the minimum total number of advertised credits for the program and/or combination of blocks.
- January and Summer term program students are not allowed to drop below the minimum total number of advertised credits for the program and/or session.

Whether the student intends to transfer academic credit to the home institution has no bearing on whether a student may be granted permission to withdraw from a class. Similarly, CIEE course withdrawal policies take precedence over host and home institution course withdrawal policies, so permission to withdraw from a course must be secured with CIEE prior to requesting to withdraw at the host institution. **The student will receive a failing grade (F) for the course, if proper approval for withdrawal from the course is not secured.**

In order for a student to withdraw from a course following the program Add/Drop deadline and prior to the program Course Withdrawal deadline, he/she will need to have permission from both the CIEE Center / Academic Director, who must also gain written approval from the home school study abroad office. **A Course Withdrawal form** must be completed by the student and CIEE Center Director and submitted to the CIEE Portland office for any approved course withdrawal occurring after the add/drop deadline, along with a copy of the home school study abroad office approval email. **The student must continue to attend classes until the course withdrawal is approved and**



will receive a failing grade (F) for the course, if proper approval for withdrawal from the course is not secured.

If the request takes place after the Add/Drop deadline, but before the Course Withdrawal deadline, and is approved by CIEE and the home school study abroad office, a grade of “W” (Withdrawal) is entered on the CIEE Academic Record for the class.

After the Course Withdrawal deadline, if a student stops attending a course, fails to take the final examination, or fails to turn in required work, a failing grade of “F” is reported. The Course Withdrawal deadline may vary from program to program but will not be later than the mid-point of each term of study, as determined by the CIEE Center Director.

Withdrawal from a Program

As previously stated, all students are required to remain at the program location until the final program date, and to complete and turn in all academic work, including examinations and papers, prior to departing the site. Any student who must depart the program early is required to complete a CIEE Program Withdrawal Form prior to departure, and secure approval from the CIEE Center Director who will notify the student’s home institution of the withdrawal date and academic consequences of the early departure (as outlined below).

1. **If there are no pre-session courses offered on the program**, and the departure date is prior to the Add/Drop deadline for the term in progress, the student will have all courses dropped from the CIEE Academic Record
2. **In the event the program offers/requires a pre-session course**, if the approved departure occurs:
 - prior to the midpoint of the pre-session course, all classes will be dropped from the CIEE Academic Record; or
 - after the midpoint of a pre-session course but prior to the end of that course, a grade of Withdrawal (W) will be reported for the pre-session course, and all other classes will be dropped from the CIEE Academic Record; or
 - after the end of the pre-session course, but prior to the Add/Drop deadline, a grade will be reported for the pre-session course only, and all other classes will be dropped from the CIEE Academic Record
3. **If the departure date is after the Add/Drop deadline, but prior to the Course Withdrawal deadline**, a grade of Withdrawal (W) will be reported for any uncompleted courses. Any courses for which all scheduled class meetings have occurred and all coursework has been submitted, will have the earned grade and credits reported on the CIEE Academic Record.



4. If the departure date is after the Course Withdrawal deadline and prior to the end of the program, or the student fails to complete and turn in all required academic work prior to departure, the student will receive a failing grade (F) in his or her courses and/or for any outstanding assignments or exams.

CIEE Academic Affairs is very unlikely to approve exceptions to academic policies for Program Withdrawals due to internships or family events that conflict with advertised program dates. There are only a few circumstances that may warrant consideration of an exception to CIEE grading policies for a withdrawal after the Course Withdrawal deadline: a serious accident or illness, a severe psychological problem, or a severe family problem. If, in an emergency, a student needs to depart early or is unable to complete a requirement of one or more courses after the Course Withdrawal deadline, the student must consult with the CIEE Center Director who, in turn, will consult with the Regional Director of Operations, and CIEE Academic Affairs. In the rare instance that CIEE Academic Affairs grants an exception to the Course Withdrawal policy, CIEE will assign one of two grades for courses left uncompleted:

- a grade of Withdrawal (W) if the student leaves the program after the Course Withdrawal deadline, is passing the courses in question at the time of departure, *and* receives approval from CIEE Academic Affairs;
- a grade of Incomplete (INC) if the student leaves the program after the Course Withdrawal Deadline and with less than 20% of the program remaining (calculated in days from the advertised program end date), *and* where academic circumstances allow a student to complete exams or submit final assignments that occur after his/her departure. Under these circumstances, students must receive written approval to be issued an INC for these courses, accompanied by a clear outline of completion requirements and due dates for all missed work, as noted below.

CIEE does not grant partial credit for courses that are not completed prior to a student's departure; however, in exceptional circumstances and upon request, CIEE will provide as much information as is practicable about the courses and the work already completed by the student, in an effort to help the home school determine whether they are willing and able to grant partial credit toward the home school transcript and / or degree program.

Incomplete Courses

A CIEE Academic Record that reports one or more Incompletes will be accompanied by an Incomplete Course form which provides detailed information about what the student is required to do in order to complete the course(s), and the date by which the CIEE Center Director and/or professor(s) at the program location needs to receive the missing work. CIEE will assign a deadline date for work to be submitted at the earliest possible date that is reasonable for the individual course and student circumstances, and which will fall no more than one semester (or six months, whichever is earlier) after the on-site exam date of the course(s) in question.



If the student does not make appropriate arrangements with the CIEE Center Director prior to departure, a grade of "F" will be assigned for any missing work and the final grade for the course will be calculated accordingly. Individual professors do not have the authority to extend deadlines, make special arrangements for students, or otherwise modify CIEE academic policies. Any special arrangements tentatively proposed by professors must be submitted to the CIEE Center Director on site for review and final approval.

If the student misses the deadline for completing work for Incomplete courses, all Incomplete coursework will automatically be converted to failing grades (F), and no extensions will be granted on previously stated deadlines for Incompletes. Similarly, students who have been granted an Incomplete may not later request to receive a grade of "W" for the course in question, regardless of circumstance. It is the student's responsibility to comply with the stated requirements and deadline for the Incomplete coursework, and to remain in contact with the professor and/or CIEE Center Director throughout this time. Neither the professor nor CIEE onsite Staff have any obligation to provide reminders to the student as the stated deadline approaches. If the student meets the deadline, the appropriate professor(s) on site will grade the assignment and report the new course grade(s) to the CIEE Center Director. CIEE will send an updated CIEE Academic Record to the student's home institution or School of Record, once all updated grade(s) have been recorded.

Dismissal from the Program

Participants are expected to comply with regulations established by CIEE, their home universities, and the host institution. The CIEE Center Director may establish additional requirements that are essential to the students' achievement of their educational goals or to continuing good relations with the Host University or community.

CIEE may dismiss from the program, without warning, any student who does not comply with the relevant regulations and requirements as outlined in the CIEE Participant Contract and these Terms & Conditions. If at any point CIEE has knowledge that a student is failing 50% or more of the attempted courses in any one term of a multi-term study plan, the student may be subject to dismissal by CIEE at any point prior to completion of the original program duration for which the student was accepted. Similarly, requests for extensions to study for additional terms beyond those to which the student originally applied will be denied. In some but not all cases, the CIEE Center Director issues a warning letter to students and/or requires students to provide periodic, written academic progress reports from professors, if they are not acting in compliance with program regulations or performing well in classes. If a warning letter is issued, students are expected to take responsibility for changing their behavior or risk early dismissal and consequent loss of time, money, and academic credit. **CIEE does not grant program fee refunds to students who are dismissed from their programs. A student dismissed from a CIEE program, following the Add/Drop period, will fail all academic classes not yet completed, and a grade of Withdrawn Failing (WF) will be reported for all classes not yet completed.**



Academic Honesty

CIEE subscribes to standard U.S. norms requiring that students exhibit the highest standards regarding academic honesty. Cheating and plagiarism in any course assignment or exam will not be tolerated and may result in a student failing the course or being expelled from the program.

Standards of honesty and norms governing originality of work differ significantly from country to country. We expect students to adhere to both the American norms and the local norms, and in the case of conflict between the two, the more stringent of the two will preside. Three important principles are considered when defining and demanding academic honesty. These are related to the fundamental tenet that one should not present the work of another person as one's own.

The first principle is that final examinations, quizzes and other tests must be done without assistance from another person, without looking at or otherwise consulting the work of another person, and without access to notes, books, or other pertinent information (unless the professor has explicitly announced that a particular test is to be taken on an "open book" basis).

The second principle applies specifically to course work: the same written paper may not be submitted in two classes. Nor may a paper for which you have already received credit at your home institution be submitted to satisfy a paper requirement while studying overseas.

The third principle is that any use of the work of another person must be documented in any written papers, oral presentations, or other assignments carried out in connection with a course. This usually is done when quoting directly from another's work or including information told to you by another person. The general rule is that if you have to look something up, or if you learned it recently either by reading or hearing something, you have to document it.

For CIEE-administered courses, there are three levels of escalation establishing the seriousness of the plagiarism in question:

- **Level one** plagiarism is minor or unintentional plagiarism, leading to passable grade/failing grade on the assignment, depending on perspective of lecturer. The passing or failing grade must be applied regardless of the rubric and allocation of points in the plagiarized assignment. No opportunity for resubmission. The faculty must communicate clearly to the student how and where they have committed unintentional plagiarism in written feedback.



- **Level two** plagiarism is significant plagiarism, but potentially due to poor referencing rather than intellectual property theft. This leads to a failing grade (potentially zero points) on the assignment. No opportunity for resubmission. The failing or zero grade must be applied regardless of the rubric and allocation of points in the plagiarized assignment. The faculty must communicate clearly to the student how and where they have committed significant plagiarism in written feedback.
- **Level three** plagiarism is significant plagiarism, requiring investigation by the Center Director/Academic Director, and subsequent disciplinary panel.

In circumstances where academic honesty relating to level three plagiarism is in question while the student is still onsite at the program, and will impact the grade for the assignment or course in question, a CIEE Academic Honesty Form will be completed by the CIEE Center Director / Academic Director, signed by the professor, and delivered to the student for signature. Once all signatures have been secured, a copy will be sent to the CIEE Portland Registration team to append to the student's permanent, CIEE academic records. For any level three violation, or repeated lower level violation, the CIEE Center Director / Academic Director will also inform the student's home institution of the infraction and subsequent penalty.

For host institution courses, the host institution's academic honesty policies apply. When CIEE is informed of a student's infraction of the host institution policies, the CIEE Center Director / Academic Director or CIEE Portland Registration staff (depending on the timing of the notification) will inform the student's home institution in kind.

Exceptions

During the program, any student who feels there is a justification to request an exception to any CIEE policy should address the request in writing to the CIEE Center Director. **Individual instructors are not authorized to grant exceptions to academic policies.** A CIEE Center Director may recommend that an exception be granted, in which case the CIEE office of Academic Affairs will make the decision. At the discretion of Academic Affairs, the student's home school may also be consulted. Only the CIEE office of Academic Affairs is authorized to approve exceptions to these policies.

Academic Appeals

Students wishing to appeal a reported grade, following the end of the term of study, may do so by requesting the CIEE Grade Appeal forms from the CIEE Portland Registration team by writing registrar@ciecee.org, and must also provide adequate documentation to support the argument and requested resolution submitted in the appeal.

Following policies that are universally in effect in U.S. colleges and universities, CIEE believes that, except in rare cases of administrative error, egregious discrimination, or blatant unfairness, each instructor has the final authority, in alignment with CIEE



Academic Policies and Standards, as to the means of assessment and methods of evaluation for work submitted by the students in his or her classes.

If students want to appeal the grade for a host institution course, they must avail themselves of any appeal processes available through the host institution. For CIEE-administered classes, or host institution classes where there is no local grade appeal process available, students have three months from when grades are published in their CIEE online accounts to file an appeal with CIEE.

Students may only appeal to the CIEE Portland office after the end of the program (not to resident staff or professors).. CIEE does not release final grades to students or home schools when there is a financial or an administrative grade hold on the student's account. If a student has a grade hold for any reason, CIEE will not consider the student's request for a Grade Inquiry or to file a Grade Appeal until the hold has been resolved, and students with holds have no more than 5 months from the advertised program end date to resolve the hold and submit a grade appeal. The decisions of the Academic Appeals Committee are final once an appeal has been fully adjudicated. Please note that appeals may take at least 2-3 months to be fully adjudicated, though CIEE makes every attempt to process any appeals received in as short a time period as possible. CIEE will not consider requests for exceptions to the appeal submission timeline.

III. PROGRAM FEES AND PAYMENT POLICIES

Program Fees

Comprehensive program fees and breakdowns are available [here](#) in downloadable PDF files. **CIEE does not give refunds (or partial refunds) for unused services that are included as part of the advertised program fee.** CIEE program fees are set by the CIEE Portland office. All questions regarding CIEE program fees must be directed to the CIEE Billing Team, rather than to staff on-site.

Confirmation of Participation

CIEE requires a confirmation payment, as part of the program fee, from each student intending to participate on a CIEE Study Abroad program. This confirmation payment is not an additional fee but is part of the published program fee and is paid at the time the "CIEE Participant Contract" and "Confirmation Fee" tasks are completed during the online application process. In lieu of paying the confirmation fee at the time the Participant Contract task is completed, a student may elect to be billed for the confirmation fee with the rest of his or her program fees. In some cases, home institutions have made arrangements to confirm participation for the student. Forms and detailed information are included in the acceptance materials, as appropriate to the agreement with the student's home institution. Once the Participant Contract task is completed, the student is considered confirmed, regardless of whether the



Confirmation Fee task is completed, and the student is held responsible for the Confirmation Fee and any other relevant program fees as outlined in these Terms and Conditions.

Payment of CIEE Program Fees

Participants are billed after acceptance to a CIEE program, typically within one to two months before the start of the program. **Once the student has completed the Participant Contract task in the online application process, the CIEE Withdrawal or Deferral Refund Policy (outlined below) applies.** CIEE has agreements with many institutions regarding billing procedures for their students. In some cases, institutions ask CIEE to bill students directly and, in others, CIEE bills the institution or sends a statement of relevant student(s) fees to the institution to be billed to the student(s) via the home school's billing system. In either case, the student is ultimately responsible for ensuring that the full program fee is paid. In the absence of an existing arrangement with a school or where the participant does not have a home institution, CIEE bills the participant directly.

Participants Billed Directly by CIEE

Billing statements are made available to the participant via their *CIEE online account* and sent via email to both the participant and the primary Emergency Contact (as identified by the participant in the program application). CIEE billing staff will notify participants via email when their initial billing statement is available. **Participants billed directly by CIEE are responsible for maintaining their own accounts. If a parent or other designee will be managing payment of fees on behalf of the participant, it is the participant's responsibility to ensure that all statements and other billing information are forwarded appropriately.** Program fee payments are due in full 30 days from the production/ mailing date of the bill, unless the student secures an approved payment plan. Individual student payments are accepted via personal check, money order, or cashier's check made payable to CIEE and sent with a copy of the billing statement to CIEE, PO Box 10503, Albany, NY 12201. Payments may also be made via Visa/MasterCard credit or debit card.

Any CIEE program fees billed directly to the participant and not paid in full, in accordance with the dates and timelines found in CIEE's terms and conditions, may be sent to an outside collections agency for further collections efforts. Any and all fees charged to CIEE relating to the collection of a participant's outstanding balance will be added to the participant's CIEE account balance and will be the responsibility of the participant to pay in full.

Due Dates, Late Fees, and Interest

Program fees are billed by term (fall, January, spring, and summer). Students participating in an academic year or calendar year program or in programs for two or more consecutive terms, receive a bill for each term. Program fee payments for each term must be paid by the due date listed on the statement for each term. Students participating in an academic year program will be billed for the full advertised fall term



fee prior to departure in the fall and for the difference between the full fall fee and the published academic year program fee prior to the advertised start of the spring term. Students participating in a calendar year program will be billed for the full spring term fee prior to departure in the spring and for the difference between the full spring fee and the published calendar year program fee prior to the advertised start of the fall term.

Qualified participants may request a deferred payment due date using the following forms. Please note that deferred payment due dates are not available to Autonomous students.

A. Financial Aid Deferral Form: If a portion of the participant's program fee will be paid by financial aid (scholarships, grants, loans, etc.), that amount may be given a deferred payment date, without cost to the participant, per the following schedules: March 15 for spring program fees, until July 1 for summer program fees, and until October 15 for fall program fees, in order to allow the posting of the financial aid to the participant's account at the home school and forwarding of funds to CIEE. **In order to secure this deferral, the participant must provide a completed *Financial Aid Deferral Form* and any required payments above the amount of anticipated financial aid, by the due date on the statement.** There is no administrative fee for financial aid deferral requests. It is the participant's responsibility to make arrangements for financial aid to be sent to CIEE by the approved deferred payment date—either directly from the school or from the student's own bank account (please see note 6 below). Students studying on CIEE programs for more than one term will need to submit a Financial Aid Deferral form for each term in order to have their payments deferred for each billing period. Students may also track the progress of these requests on their *CIEE* online accounts.

B. Standard Payment Plan Form: For non-financial aid deferred payment due dates, semester and summer program participants may request a split payment plan by submitting a completed CIEE Standard Payment Plan request form by the due date on the statement. There is an administrative fee for the Standard Payment Plan option of \$100 (\$50 for summer), due with the initial installment payment that accompanies the payment plan form. Program fee payment terms are as follows:

- Fifty percent of the total balance due plus the \$100 (\$50 for summer program participants) payment plan fee to be paid by the due date on the billing statement
- Seventy-five percent to be paid by February 1 for spring, June 1 for summer, and September 1 for fall programs
- One hundred percent to be paid by March 15 for spring, July 15 for summer, and October 15 for fall programs



Students studying on CIEE programs for more than one term will need to submit a Standard Payment Plan form for each term if they wish to have their payments deferred for each billing period. The Standard Payment Plan may be requested in conjunction with a Financial Aid Deferral request.

Please note that approvals of deferrals and payment plans are not automatically granted and are at the discretion of CIEE. Students requesting payment deferrals/payment plans will typically receive an updated billing statement via their CIEE online account, outlining the terms of their deferral request within 7-10 business days of receipt of the forms at CIEE. Students may also track the progress of these requests on their CIEE online accounts. Ultimately, it is the participant's responsibility to ensure that all program fees are paid and that any aid being forwarded from the home institution (or any other organization) is sent to CIEE by the scheduled due date as noted on the billing statement or in the Financial Aid Deferral schedule outlined on the billing statement

Exclusion from Participation

Any participant who fails either to pay in full by the stated due date on the statement, or by the payment dates as indicated in the payment deferral/payment plan schedule, may be subject to exclusion from participation at the discretion of CIEE. Notification of exclusion for non-payment may be delivered at any time prior to and/or during the program, but students will receive at least one late payment notification via email before any action to exclude is taken.

Late Fees and Interest

Any participant who fails to pay in full or to submit an appropriate payment deferral/payment plan request by the due date on the statement will be charged a \$200 late fee and is required to submit immediate payment for all remaining fees in full.

Any student approved to participate on a Standard Payment Plan who misses the 75% or the 100% deadline, will be charged a \$200 late fee for each missed deadline.

Any student on a Financial Aid Deferral plan whose payment is not received at CIEE by the approved deferral deadline, as outlined in the deferral schedule on the revised statement after the proposed Financial Aid Deferral form has been submitted to CIEE, will be charged a \$200 late fee.

Site Debts

Any unpaid debts at the end of a semester that were incurred by, or on behalf of, a program participant will be billed to that student in U.S. Dollars by the CIEE Portland office, and the student's grades will be held until the Site Debt is paid in full.



Grades will not be transmitted for any student for whom an unpaid balance or site debt remains. Participants who have received failing grades for half or more than half of the total course work attempted will have their grades released to their home schools, regardless of any outstanding debt, and risk having their accounts sent to Collections for non-payment. **Returned checks and declined credit card payments are considered as failure to make the payment.**

Fees Billed by CIEE to Institutions

In the case of fees billed by CIEE to institutions, the institution should provide the name, full address, and other contact information of the person responsible for settling the account. The policies below will be followed unless an alternative agreement has been signed by CIEE and by the institutional representative.

All program fees, as outlined on the CIEE billing statement sent to the institution, must be paid in full 30 days from the date of statement, unless alternate payment due dates are outlined in the organizational billing agreement between CIEE and the billed institution.

CIEE program fees that are billed to universities are typically sent via email in May, June, and December.

Institutional payments are accepted via check made payable to CIEE and sent with a copy of the billing statement to CIEE, PO Box 10503, Albany NY 12201 or via ACH or bank wire transfer (ACH and wire transfer payment information is included on the statement information page that accompanies the institutional bill). **No institutional payments via credit card will be accepted.**

Institutions that send participants on CIEE academic year or calendar year programs or in programs for two or more consecutive terms, will receive a bill for each term. The program fees for each term must be paid in full 30 days from the date of statement for each term, unless alternate payment due dates are outlined in the organizational billing agreement between CIEE and the billed institution. Statements for participants in an academic year program include the full advertised fall term fee on the fall term institutional bill, and the difference between the full fall fee and the published academic year program fee on the spring term institutional bill. Statements for participants in a calendar year program include the full advertised spring term fee on the spring term institutional bill, and the difference between the full spring fee and the published calendar year fee on the fall term institutional bill. Students continuing on two programs in consecutive terms for which academic year or calendar year pricing is not available, will receive the CIEE Transfer Student credit on the statement for the second term of attendance.



The billed institution, as opposed to the individual program participant, is held responsible for payment of program fees for confirmed participants, as indicated on the bill from CIEE. **It is the institution's responsibility to pay CIEE in full for the balance due as noted on the statement each semester, regardless of whether the student has paid the institution in full or has any outstanding balance with the institution.** Institutions who agree to accept bills from CIEE on behalf of their students, also agree to be responsible for cancellation fees for their confirmed students, as outlined in the institutional billing agreement and per the Withdrawal or Deferral Refund Policies below.

Any institution not in good standing will be notified of the deficiency by CIEE. If deficiencies persist, CIEE reserves the right to terminate the billing arrangement with the institution. If the institution carries any balance more than one calendar year beyond the original statement payment due date, the institution will be informed that they have no more than 90 days to pay the balance in full or make acceptable payment arrangements with CIEE. Failure to do so will result in the termination of the institutional billing arrangement.

Grades will not be transmitted for any student for whom an unpaid balance remains. Returned checks will be considered as failure to make the payment.

Withdrawal or Deferral Refund Policy

Please note that in all circumstances the application fee and the Participation Confirmation payment are non-refundable. If a student applied to study through a School of Record, the School of Record fee is non-refundable once the student has confirmed his/her place in the program.

Students participating in block, multi-site or session-based programs may not change programs for any accepted blocks or sessions after arriving at the first location of the confirmed study plan for the term.

Fall and Spring (semester or block) Programs

Withdrawal before the advertised arrival date: If written notification of withdrawal or deferral of confirmed participant is received by CIEE on or more than 15 days prior to the advertised program arrival date (please see Important Note 4 below) for the first semester or block of accepted participation for the term, all fees--minus the application fee and the non-refundable Participation Confirmation fee will be refunded. If a student applied to study through a School of Record and withdraws/defers after confirming his/her place in the program, the School of Record fee is also non-refundable. In cases where payment has not yet been received by CIEE, the Participation Confirmation fee, in addition to any applicable School of Record fees, is due.



If written notification of withdrawal or deferral of a confirmed participant is received by CIEE less than 15 days prior to the advertised program arrival date for the first semester or block of accepted participation for the term, 75% of the program fees less the non-refundable School of Record fees as applicable, will be refunded. (In cases where payment has not yet been received by CIEE, 25% of the program fee, in addition to the School of Record fee, is due.) Requests for program deferral to a different semester are accepted only up to 15 days prior to the first advertised program arrival date for the semester.

For Academic Year and Calendar Year participants: If written notification of withdrawal for only the second semester of participation is received by CIEE prior to December 1 (for Academic Year program participants) or June 1 (for Calendar Year program participants), no financial penalties will be incurred for the second semester of study. Full year students who withdraw from the second term of study after these dates, but before the advertised arrival date for new students, will be responsible for 25% of the program fees for the second term. Withdrawal after the new student arrival date for the second term, full year participants are responsible for withdrawal fees for the second term as outlined below.

In the case of qualified program participation **deferral for a confirmed participant**, the non-refundable Participation Confirmation fee and any applicable School of Record fees must be paid for that term, but (at the discretion of CIEE) may be applied towards future participation on this or another CIEE Study Abroad program within the next 12 months. Students can elect to be billed for the Participation Confirmation fee during the application process of the selected term. A credit will then be applied to the student account once CIEE verifies that the Participation Confirmation fee and any applicable School of Record fees are paid in full for the deferred term. Students may not defer less than 15 days prior to the scheduled arrival date, nor may they defer the second semester of a full year program.

Withdrawal on or after the advertised program arrival date for EACH semester (or block): If written notification of withdrawal for a confirmed participant is received by CIEE on or after the advertised program arrival date for any given semester (or any block of accepted participation for the term), or if a confirmed participant does not notify CIEE in writing of plans to withdraw and does not show up on-site on the advertised arrival date, the following refund policy for partial attendance applies. The application fee, applicable School of Record fees, and the Participation Confirmation fee are non-refundable.

For Semester programs, program withdrawal refund policies are as follows:

- Withdrawal on or up to 21 days after the advertised program arrival date – 50% refund
- Withdrawal at any time after (and including) day 22 calculated from the advertised program arrival date – no refund



For block-based (Open Campus) program participations, program withdrawal refund policies are as follows:

- Withdrawal on or up to 4 days after the advertised program arrival date of the first block in a term for which a participant has confirmed participation -- 50% refund.
- Withdrawal from day 5 through day 27 of the block – no refund.
- Withdrawal after day 27 until the end of the block -- no refund of the block will be granted, and an additional 25% withdrawal fee for any subsequent blocks confirmed for participation will also be due.

January and Summer Programs

For Summer, and January term participants, program withdrawal refund policies are as follows:

Any advertised multi-site program is considered to be one, comprehensive program and shall not be treated as two separate sessions. The withdrawal fees described herein shall be calculated based on the entire advertised program fee for the multi-site program, rather than divided into separate sessions for the application of withdrawal fee policies and calculations.

Withdrawal before the advertised program session arrival date: If written notification of withdrawal or deferral of a confirmed participant is received by CIEE on or more than 15 days prior to the advertised arrival date (please see Important Note 4 below) for the first program session of confirmed participation, all fees minus the application fee and the non-refundable Participation Confirmation fee will be refunded. If a student applied to study through a School of Record and withdraws/defers after confirming his/her place in the program, the School of Record fee is also non-refundable. In cases where payment has not yet been received by CIEE, the Participation Confirmation fee, in addition to any applicable School of Record fees, is due.

If written notification of withdrawal of a confirmed participant is received by CIEE less than 15 days prior to the advertised arrival date for the first program session of accepted participation for the term, 75% of the program fees less the non-refundable School of Record fee will be refunded. In cases where payment has not yet been received by CIEE, 25% of the program fee, in addition to the School of Record fee, is due. Requests for program deferral to a different term are accepted only up to 15 days prior to the first advertised program arrival date.

In the case of qualified program participation ***deferral for a confirmed participant***, if request is received on or more than 15 days from the advertised program arrival date, the non-refundable Participation Confirmation fee and any applicable School of Record fees must be paid for that term, but (at the discretion of CIEE) may be applied towards



future participation on this or another CIEE Study Abroad program within the next 12 months. Students can elect to be billed for the Participation Confirmation fee during the application process of the selected term. A credit will then be applied to the student account once CIEE verifies that the Participation Confirmation fee and any applicable School of Record fees are paid in full for the deferred term. Students may not defer less than 15 days prior to the first scheduled arrival date for the session(s) of participation, nor may they defer a second or third session if participating on more than one session in that same summer.

Withdrawal on or after the advertised program arrival date: If written notification of withdrawal for a confirmed participant is received by CIEE on or after the advertised program arrival date for any given term, or if a confirmed participant does not notify CIEE in writing of plans to withdraw and does not show up on-site on the advertised arrival date for the first session of the student's confirmed participation record, the following refund policy for partial attendance applies.

The application fee, Participation Confirmation payment, and applicable School of Record fees are non-refundable. Program fee refunds are calculated per the following:

- Withdrawal on or up to day 4 of the advertised program or first program session-- 50% refund
- Withdrawal from day 5 through day 10 of the advertised program or program session-- no refund
- Withdrawal after day 10 until the end of the program or program session-- no refund, and an additional 25% withdrawal fee for any subsequent sessions confirmed for participation will also be due.

In cases where payment has not yet been received by CIEE, payment of the Participation Confirmation fee, applicable School of Record fees, and any unpaid balance after the withdrawal policy is enforced will be due.

Program Cancellation

Please refer to the General Policies section for Program Cancellation terms and conditions.

Important Notes:

1. In the case of a refund, the refund is typically sent to the billed party except in some circumstances involving financial aid--if CIEE bills the institution, the refund is sent to the institution; if CIEE bills the participant, the refund is sent to the participant at the permanent address listed on the initial application, unless the participant notifies CIEE otherwise. A refund of payment made by credit card will be processed as a credit back to that card account, when possible, rather than sent via refund check. Please note that refunds of less than \$1 will not be processed. Similarly, CIEE will not bill participants with account balances less than \$1. Refunds are processed within two months after the end



of the term of study. Participants requiring refunds more quickly may contact CIEE to request expedited processing.

2. Cancellations, withdrawals, and deferrals are effective only upon the date written notification from the participant is received by CIEE. Students must also notify their home institution directly if they plan to cancel, withdraw, or defer. Questions regarding home institution policies should be directed to the home institution, not to CIEE. Home institution payment policies are separate from CIEE's payment policies, and students will be held to both sets of policies.
3. The application fee, Participation Confirmation fee, and School of Record fees (when applicable) are non-refundable.
4. The "advertised program arrival date" is the CIEE posted arrival date, as listed on the CIEE website, which typically coincides with the first day of orientation for each term, block, or session. Withdrawal fee policies outlined for participants studying for an academic year, calendar year, or on two consecutive terms of any sort are held to the CIEE posted arrival date for each term or session, as listed on the CIEE website, in accordance with the Terms and Conditions listed above rather than the host university or CIEE class start dates. Students participating in block or session-based programs may not change programs for any accepted blocks or sessions after arriving at the first location of the confirmed study plan.
5. Participants who receive scholarship or grant from CIEE and subsequently cancel or withdraw from the program for which they were awarded must repay CIEE the scholarship or grant received. If the amount of the scholarship or grant is less than the amount of any refund due, the scholarship or grant amount is deducted from the refund. If the amount of the scholarship or grant is greater than any refund due, the participant must repay CIEE the difference.
6. Payment deferral, based on home school financial aid disbursements after the program starting date, cannot be granted past the following dates: October 15 for the fall semester; March 15 for the spring semester; and July 1 for summer programs.
7. CIEE withholds final grades when participants have outstanding financial obligations to CIEE or the program site. Participants who have received failing grades for more than half of the total course work attempted will have their grades released to their home schools, regardless of any outstanding debt, and risk having their accounts sent to Collections for non-payment.

Contact CIEE:

All questions regarding participant financial accounts should be directed to the CIEE Billing team, at 1-800-40-STUDY or StudyBillingTeam@cieee.org. Questions about academic policies and procedures may be directed to the CIEE Registration team at 1-800-40-STUDY or registrar@cieee.org.

CIEE reserves the right to modify or cancel any statement in the program descriptions and information as listed at <https://www.cieee.org/>, or in the hard copy program catalogs, without prior notice.