C. The financial guarantee shall be in the form required by the Secretary and conditioned that, if the institution is denied registration, the institution will provide 100 percent refunds of tuition and fees paid to the institution by all Maryland students.

D. The amount of the financial guarantee shall be 5 times the average total program tuition and fee costs payable by an individual Maryland student enrolled at the institution.

E. While the financial guarantee is active, if the institution's tuition and fee liability to all Maryland students enrolled at the institution exceeds the amount of the financial guarantee, the Secretary may require that the amount of the guarantee be increased to a level to cover 100 percent refunds of tuition and fees paid to the institution by all Maryland students.

.08 Effect of Registration Denial.

If an institution is denied registration, the institution shall:

A. Immediately notify all Maryland students that their enrollment is terminated as of the date that registration is finally denied;

B. Within 60 days of the date that registration is finally denied, refund to each Maryland student 100 percent of tuition and fees paid to the institution; and

C. Provide documentation to the Commission that all refunds due to Maryland students have been timely made.

.09 Duration of Registration.

A. A registration is valid during 1 fiscal year from July 1 through June 30.

B. A registration issued at any time during a fiscal year expires on June 30 of that fiscal year.

C. An institution seeking registration for the next fiscal year following its current registration shall file an application for registration in accordance with Regulation .06 of this chapter.

.10 Refund Policy.

A. Except as provided in §B of this regulation, an institution's refund policy shall conform to this regulation and the institution shall provide for refunds of tuition to Maryland students as provided in this regulation.

B. If an institution's refund policy is more beneficial to Maryland students, the institution shall follow its refund policy and provide for refunds of tuition to Maryland students as provided in that policy.

C. Minimum Refund.

1. The minimum refund that an institution shall pay to a Maryland student who withdraws or is terminated after completing only a portion of a course, program, or term within the applicable billing period is as follows:

<table>
<thead>
<tr>
<th>Proportion of Total Course, Program, or Term Completed as of Date of Withdrawal or Termination</th>
<th>Tuition Refund</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 10%</td>
<td>90% refund</td>
</tr>
<tr>
<td>10% up to but not including 20%</td>
<td>80% refund</td>
</tr>
<tr>
<td>20% up to but not including 30%</td>
<td>60% refund</td>
</tr>
<tr>
<td>30% up to but not including 40%</td>
<td>40% refund</td>
</tr>
<tr>
<td>40% up to but not including 60%</td>
<td>20% refund</td>
</tr>
<tr>
<td>--------------------------------</td>
<td>------------</td>
</tr>
<tr>
<td>More than 60%</td>
<td>No refund</td>
</tr>
</tbody>
</table>

(2) A refund due to a Maryland student shall be based on the date of withdrawal or termination and paid within 60 days from the date of withdrawal or termination.

D. An institution's refund policy for Maryland students shall be clearly disclosed to and acknowledged by students at enrollment.

E. An institution shall maintain documentation to verify that a refund has been made.

.11 Institutional Operations.

An institution that is registered under this chapter shall:

A. Promptly notify the Commission of:
   (1) A change in ownership or a change in majority control;
   (2) A material change in the institution's financial status;
   (3) A filing for bankruptcy protection under Title 11 of the U.S. Code;
   (4) A change in the institution's business standing in the state in which the central administration of the institution is incorporated;
   (5) Any communication received from the state authority that regulates the institution regarding institutional or program status with regard to online programs in which Maryland students are enrolled; and
   (6) Any communication from the institution's accrediting body that may impact the institution's status with the accrediting body;

B. Comply with the principles of good practice for distance education in COMAR 13B.02.03;

C. Make refunds to Maryland students as required by Regulation .10 of this chapter; and

D. Make public and post on its website:
   (1) Information on its registration with the Commission; and
   (2) The process for Maryland students to make complaints about the institution.