

TUITION REFUND APPEALS

Students may appeal for an exception to the University refund policy if unusual circumstances exist.

Note: Students must officially withdraw from course(s) prior to beginning the appeals process. The statute of limitations for a tuition refund appeal is ninety (90) days from the end of the term in which the course was offered.

➤ **Informal Appeal/ Automatic Refund**

If a student drops all classes for a given term, an informal appeal for a full refund may be made to the Registration Office provided that the withdrawal is completed and a request for tuition refund is made prior to the end of the sixth week of the term (defined by the deadline for automatic “W”). In addition, the condition of the withdrawal must meet one or more of the following criteria and must be substantiated by the appropriate documentation as specified below:

- ❑ ***Physical and/or mental illness which prevents the student from completing all courses.***
Documentation: Letter on Business letterhead from the attending physician for physical illness or psychiatrist or other licensed mental health professional for mental illness. The letter must specifically state that the student was advised to withdraw from courses due to the illness.
- ❑ ***Death of student (6th week deadline waived).***
Documentation: Memorial service folder, obituary, or copy of the death certificate.
- ❑ ***Serious illness or death of immediate family member which prevents the student from completing all courses.***
Documentation: (For illness) Letter on business letterhead from attending, physician for physician for physical illness, or psychiatrist or other licensed mental health professional for mental illness.
Documentation: (for death) Memorial service folder, obituary, or copy of death certificate.
- ❑ ***Job relocation or loss of employer reimbursement eligibility due to involuntary job loss.***
Documentation: Letter on business letterhead from immediate supervisor or human resources administrator
- ❑ ***Unexpected increase in job responsibilities; or, unexpected required change in work schedule; or, unexpected job-related travel, which prevents the student from completing all courses.***
Documentation Letter on business letterhead from immediate supervisor or human resources administrator that specifies the dates of increased workload and travel.

The documentation, as specified above, must be submitted to the Registration Office (University Hall, Room B129) prior to the end of the sixth week of the term. If the documentation is adequate and establishes a condition that prevents the student from completing the course(s), appropriate adjustments will be made to the student’s account. If conditions do not merit an automatic refund, the student may make a formal appeal. **The Registration Office or Bursar’s Office reserve the right to request that a formal appeal be made if, in their judgment, conditions and/or documentation are inappropriate or dubious.**

➤ **Formal Appeal**

In cases where circumstances do not fit the criteria for an informal appeal, the end of the sixth week (automatic “W”) deadline passes, or an informal appeal is not accepted, a formal appeal for full or partial refund may be filed. Petition forms are available in the Bursar’s Office, University Hall #223. Completed forms and supporting documentation must be submitted to the Bursar’s Office by noon on the first Thursday of each month in order to be reviewed that month. Petitions are reviewed and decided upon by the Tuition Appeals Committee, which consists of representatives from both academic and administrative departments of the University and meets once per month. Appeal decisions are made based on the information supplied in the appeal and supporting documentation; the liability to supply adequate information to the Committee lies with the student. The Committee Decision is final and is communicated to the student by letter.