TUITION REFUND APPEALS

A student may appeal for an exception to the University refund policy if unusual circumstances exist that are beyond the student’s control. A student must officially withdraw from the course prior to beginning the appeals process. The statute of limitations for an appeal is 90 days from the end of the term in which the course for which the tuition being appealed 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 Office of the Registrar. An informal appeal requires that the withdrawal is completed and the request for the tuition refund is made prior to the end of the sixth week of the term (defined by the deadline for automatic W). To be eligible for an automatic refund, the condition for withdrawal must meet one or more of the following criteria and must be accompanied by appropriate documentation as specified below:

Criteria and Documentation

Physical and/or mental illness that prevents the student from completing the course(s)

Documentation: A signed, dated, letter on letterhead from the 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 due to illness.

Death of a student (sixth week deadline for informal appeal waived)

If a student dies after enrolling and paying tuition but before the sixth week of the quarter, the tuition will be refunded without a formal tuition appeal. After the sixth week of the quarter, a formal appeal must be submitted to the Bursar’s Office.

Documentation: Memorial Service folder, notice published in the newspaper, or copy of the death certificate.

Serious illness or death of immediate family member, which prevents the student from completing the course(s)

Documentation for illness: A signed, dated, letter on letterhead from the physician for physical illness or psychiatrist or other licensed mental health professional for mental illness.

Documentation for death: Memorial Service folder, notice published in the newspaper, or copy of the death certificate.

Job relocation or loss of employer reimbursement eligibility due to involuntary job loss

Documentation: A signed, dated, letter on letterhead from immediate supervisor or human resource administrator.

Unexpected increase in job responsibilities, required change in work schedule, or required travel that prevents completion of all courses

Documentation: A signed, dated, letter on letterhead from immediate supervisor or human resources administrator that specifies dates of increased workload or travel.

The documentation, as listed above, must be submitted to the Office of the Registrar 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 are made to the student’s account. If conditions do not merit an automatic refund, the student may make a formal appeal. The Office of the Registrar and the Bursar’s Office staff reserve the right to request that a formal appeal be made if in their judgment conditions or documentation are inappropriate or dubious.

Formal Appeal

In cases where circumstances do not fit the criteria for an informal appeal, the end of sixth week (automatic “W”) deadline has passed, or an informal appeal is not accepted, a formal appeal for full or partial refund may be filed. Petitions are filed through PioneerWeb. Select the Student tab, locate Documents/Requests in the upper right hand section of the page and select Request for Tuition Appeal. Completed forms and supporting documentation must be submitted by noon on the first Thursday of the month. Petitions are reviewed and decided by the Tuition Appeals Committee, which meets once per month. The decision of the Committee is final and is communicated to the student by letter.

Notes: In accordance with federal, state and institutional regulations, approval of an appeal may require forfeiture of any financial aid proceeds received, which may result in an outstanding balance being owed to the University.