

Refund of Fees Policy

Exceptions to published tuition and required fees assessment policy and charges

1. The Office of the University Registrar and the vice provost for enrollment management are charged with considering and approving exceptions to published tuition and required fees assessment policy.
2. Any change in assessment can be adjusted or pro-rated only to a rate already established in the published university tuition and required fees schedule.
3. Only tuition required related to a student's assessment for registration in credit hours are covered by these guidelines. Other required fees such as those for residence halls, the bookstore, etc. need to be directed to departments responsible for assessment of those required fees.
4. Grade assignments and other academic issues are not within the scope of these procedures and should be addressed to the dean of the college or school in which the student is enrolled for further direction.

Initial appeal by a student

1. An appeal and all pertinent written documentation must be submitted in writing within 90 calendar days of notification of assessment, adjustment or refund. In cases of incapacitation, exceptions may be made on a case-by-case basis.

Minimally, each written appeal must be dated and include the student name, address and phone number, student number, signature of the student, statement describing specifically what is being requested and for what term, statement of any extenuating circumstances, and why the request should be honored.

2. All appeals must be submitted to the Office of the University Registrar, 125 Jesse Hall. Appeals must meet one or more of the following criteria to be considered and approved:
 - a. Written documentation of an illness, accident, injury or situation that could not be influenced, planned for, or prevented by the student or the institution and which subsequently caused a change in the student's enrollment, thus changing the assessment. This provision specifically excludes conditions or chronic illnesses that remain static and are known to the student at the time of enrollment.
 - b. Written documentation of substantiated circumstances involving deadlines where a student has in good faith relied on information provided by a named University official, or the official's interpretation of the text of a University document or publication, and was consequently misled or mistaken about its terms.
 - c. In individual cases and when it is in the best interest of the student and the institution, the University registrar or his/her designated assistant registrar may grant an exception that is not deemed to be served appropriately by the exception criteria stated elsewhere in this document.

3. Decisions will address only whether an adjustment of charges will be made. Grade assignments and other academic issues are not within the scope of these procedures and should be addressed to the dean of the college or school. Record changes, such as requests to withdraw, drop, add or enroll for courses in a term that has ended must be submitted on a separate form to the Revision of Records Committee, c/o the Office of the University Registrar, 125 Jesse Hall.
4. Generally, grounds for consideration of an appeal will be restricted to those circumstances personally experienced by the enrolled student with whom the University has a direct relationship.
5. Decisions will be rendered by the designated official of the Office of the University Registrar and will be based solely upon any and all pertinent written documentation.
6. Notification of the status of the tuition appeal will be made in writing within 10 calendar days of receipt of the written appeal.

Appeal of the decision rendered by the Office of the University Registrar

1. Upon written request a student may appeal the decision rendered by the Office of the University Registrar.
2. A written appeal must be submitted to the Office of the University Registrar.
3. The written appeal must request a review of the original decision and may contain additional written documentation to support the appeal.
4. The appeal will be reviewed by the same designated official. If the appeal information is sufficient to overturn the original decision, the designated Office of the University Registrar official can direct staff to issue a tuition refund or adjustment in accordance with appropriate fiscal procedures.

If denied within 10 calendar days of receipt, the information must be forwarded to the University Registrar. If the appeal is denied a second time by the University Registrar, it may be forwarded to the vice provost for enrollment management for further consideration, upon the student's request.

The decision rendered by the vice provost for enrollment management is the final University determination on the matter.

Refund of tuition and fees in the event of a student death

1. When a student dies prior to completing the current academic semester, a full refund of or credit for tuition and required fees will be made after the deduction of the following:
 - a. Any required adjustments to scholarships, grants or loans determined by federal formula applied by the Office of Student Financial Aid.

- b. Any other debts owed to the University that occurred prior to the death of the student.
2. Any refund will be made payable to the student.
3. If, after all adjustments are made, there still remains a debt to the University, generally the University would not attempt to recover the debt from the estate of the deceased student.

Students called to active military duty

Enrolled students called into active service in the armed forces of the United States prior to the completion of the semester, whether voluntarily or involuntarily, but not including active service training, and unable to complete their course work, shall be eligible for two options. The options are implemented to assure that students called to active duty prior to the end of a term receive fair and just treatment, both financially and academically. Contact the Office of the University Registrar at 573-882-7881 for more detailed information.

Students called to jury duty

Full refunds (100 percent) of required tuition and any applicable required fees for all credit hours from which a student withdraws, when following University procedures announced by the provost.