



Tuition and Fee Appeal

Effective Date: September 1, 2018

Last Revision Date: August 20, 2021

1. PURPOSE

The purpose of this policy is to establish administrative guidance for the refund of tuition and fees.

2. RESPONSIBLE CAMPUS DIRECTOR

Controller

3. DEFINITIONS

Tuition: Includes both academic student fees and nonresident tuition. In the State of Wisconsin statutes, the term 'academic student fees' generally applies to resident instructional fees paid by all students, and the term 'tuition' applies to the additional amount paid by non-residents.

Fees: For the purpose of this policy, fees include differential tuition, segregated fees and distance education fees. Housing fees, meal plan fees, and special course fees are department fees; the appropriate department makes decisions regarding these fees.

4. POLICY

UW Stevens Point will refund tuition and fees based on the [published tuition refund schedule](#). In limited circumstances, the University will consider an appeal for exception to the refund schedule.

Circumstances for which the Tuition Appeal Committee will hear an appeal include:

- Medical Condition
 - Serious illness or change in health status
 - Surgery/hospitalization
 - Mental health issue
 - Dental emergency
- Student's Child
 - Child's medical condition
- Other Unforeseen Circumstances
 - Death of a loved one

- Assault/domestic violence
- Institutional Error

The University (through the Tuition Appeals Committee), at its sole discretion, may in limited circumstances hear an appeal that does not fall into one of these criteria and that involve extraordinary circumstances beyond the student's control (such as: fire or natural disaster occurred at your home.)

Appeals will not be approved for reasons including, but not limited to:

- Dismissal for academic or disciplinary reasons
- Dissatisfaction with a course's meeting of time, location, or instructor's mode of instruction
- Lack of awareness/understanding of the University's policies, dates, and deadlines
- Computer difficulties
- Voluntary employment changes
- Issues between student and instructor
- Non-attendances after first 8 days

Reasons of this nature may be addressed through the student complaint system.

5. PROCEDURES

Appeal Procedures

If a student feels he or she has an extenuating circumstance that justifies an exception to the refund policy, he or she may file an appeal by submitting a Tuition Appeal Packet by mail, email or drop off at the Student Financial Services Office, SSC 003. All complete appeal packets will be presented to the Tuition Appeals Committee.

The committee is comprised of representatives from: Student Financial Services, Academic Affairs, Financial Aid Office, Office of the Registrar, University College and Dean of Students office.

Members of the appeal committee consider all relevant information when reviewing an appeal request:

- Academic, disciplinary, and financial historical records
- The Tuition Appeal Packet. The completeness and credibility of the Tuition Appeal packet will be evaluated. Upon review of a tuition appeals request, the committee may conduct its own investigation of the premise of the appeal.

Once an appeal decision has been made, written notification will be sent to the student providing the decision outcome and information about how to request an additional review.

An additional review must be requested of the committee chair within 30 days of the committee's decision. The committee chair will submit the request to the Controller; the Controller's review and decision is final.

Records of all tuition appeals will be maintained as stated in the Bylaws for the Tuition Appeals Committee.

Tuition Appeal Packet Requirements

1. Complete and Signed Tuition Appeal Form
2. Personal Statement
3. Third-Party Supporting Documentation
 - a. Medical appeals require additional documentation from a licensed healthcare provider.

Student Status:

Student must have dropped all of their courses and be officially withdrawn from the University before an appeal will be considered. An appeal for one or more dropped courses cannot be reviewed by the Committee if the student is still enrolled in other courses.

Payments:

Tuition and fees must be paid by respective due dates, regardless of appeals. If an appeal is granted, a waiver of the fees will be posted to the student account. Unpaid balances are subject to interest charges of 1% per month (12% annually). Appeals are not accepted after an account has been referred to an outside collection agency.

Documentation:

The student voice must be heard; this is accommodated through a personal statement. The personal statement should explain, in detail, the circumstances of the situation, how the circumstances caused the need for the student to withdraw from class(es), and what actions have been taken to resolve or prevent such an event from occurring in subsequent terms, if appropriate. Relevant third-party documentation, related to the circumstance, must also be submitted to support the appeal.

Deadline:

The student's right to file an appeal ends at one year after the end of the term in question (i.e., Spring charges can be appealed up until the last day of the subsequent Spring term), or when the outstanding SIS account balance has been sent to a collection agency, whichever is first.

Committee Decisions

Appeals are reviewed and approved when a majority of the committee decides in favor of an outcome. The committee is authorized to make appeal decisions that would result

in a tuition credit or cash refunds of 0%, partial, or 100% of the appealed tuition and fee amount. Any incurred interest charges will also be considered as part of this appeal decision. Approved Medical Appeal refunds will follow the Tuition and Fee Refund Schedule outlined in UW System Administrative Policy 807.

Tuition credits are available for use for up to one (1) calendar year (decision date starts timeline for calendar year). The credit will be valued at the original amount of the appeal. If the credit is unused after one (1) calendar year, the credit will be forfeited to the University. The credit can only be used by the student who incurred the charges.

Tuition appeals do not change the grade assigned by the course instructor.

For Medical Tuition Appeals, the last date of class attendance shall be considered the official withdrawal date to be used by the Registrar's Office for recording academic record class drops and term withdrawals. Upon approval of any Medical Tuition Appeal, the last date of attendance will be reviewed, and the Registrar office will backdate the withdrawal if appropriate. If this date will result in an impact to grades, the Medical Appeal will be forwarded to the Academic Appeal Committee for review prior to any adjustment to the official withdrawal date

Exceptions to the Policy

Any exceptions to this policy will be considered by the Vice Chancellor for Business Affairs through the Controller.

6. REFERENCES and RELATED DOCUMENTS

[UW System Administrative Policy 805](#): Tuition and Fee Policies for Credit Instruction
[UW System Administrative Policy 807](#): Medical Withdrawal Policy

7. POLICY HISTORY

Effective Date: September 1, 2018

Approved: August 28, 2018

Revised policy approved:

Approved by: Vice Chancellor of Business Affairs

8. SCHEDULED REVIEW

June 2022