



Student Tuition & Fees Appeal Policy

Policy #:	CO005.1
Policy Type:	University
Responsible Executive:	VP Business Affairs
Responsible Office:	Student Accounts
Originally Issued:	October 26, 2015
Latest Revision:	October 31, 2022
Effective Date:	October 31, 2022

I. Policy Statement

Student Tuition and Fees Appeal Policy recognizes that students may undergo hardships throughout a semester unforeseen at the time of registration or when classes start. The policy offers students the opportunity to present their circumstances which prevented the student from completing the required course work for the semester and request full or partial refund of the tuition and fees paid.

II. Purpose of Policy

The purpose of the Student Tuition and Fees Appeal Policy is to provide a method for students to present their circumstances which prevented the student from completing the required course work for the semester and request full or partial refund of the tuition and fees paid. A Student Tuition and Appeals Committee considers appeals from students and decides based on the information provided by the student, associated faculty, and staff as to whether the circumstances warrant adjustments to the student's registration record and/or fee bill.

III. Applicability

This Policy is applicable to all students.

IV. Definitions

The Student Tuition and Fees Appeal Committee Chairman: the individual responsible for maintaining the policy, scheduling committee meetings, and recording meeting minutes to file for future reference.

The Student Tuition and Fees Appeal Committee Secretary: the individual responsible for collecting appeal applications, collecting staff and faculty records on the student during term being appealed, compiling and presenting all the information to the committee to make final decisions.

V. Policy Procedure

1. The student completes the Tuition and Fees Appeal Application, which is available online at www.ulm.edu/controller/sas, or from Student Account Services, Coenen Hall Room 102.
2. The appeal must include a written or typed letter stating the situation/circumstance that meets one of the allowable reasons on the application. The letter must also include all of the following written legibly or typed as to be matched to the application form.
 - student's full name
 - campus wide ID (CWID)
 - the term and year appealing
 - current address
 - telephone number
 - e-mail address

The student should also provide medical/hospital documentation (if applicable), death certificate/obituary (if applicable), and any additional pertinent information that may support the student's statement and be beneficial to the committee.

3. The student is to submit completed application, letter, and documentation to:

Mail University of Louisiana at Monroe
ATTN: Tuition & Fee Appeal Secretary, Student Account Services
700 University Ave
Coenen Hall Room 102
Monroe, LA 71209

Fax (318) 342-3438, ATTN: Tuition & Fee Appeal Secretary, Student Account Services

Email sas@ulm.edu

4. The Student Tuition and Fees Appeal Committee will meet as needed when enough applications have been submitted to warrant the committee gather. Committee will review all information presented by the committee secretary to make decisions on each appeal.

5. The Student Tuition and Fees Appeal Committee Secretary will provide notification of appeal decision to the email address supplied on the application form.

VI. Enforcement

The Student Tuition and Fees Appeal Committee will review all information gathered and presented by the committee secretary following the guiding principles to decide whether to approve or deny the appeal.

Guiding Principles

- A ULM student who registers for class(es) during a term is required to pay the assigned tuition and fees by the published fee payment deadline for that term. If the student decides not to attend classes in which he/she enrolled prior to the beginning of the semester, it is the student's responsibility to drop all classes through Banner on or before the last day of late registration.
- After the 14th day of classes, there is no refund of any tuition or fees.
- If circumstances exist that meet the allowable standards for an appeal, a student will be allowed the right to appeal to the Tuition and Fees Appeal Committee for a full or partial refund of that term's tuition and fees.
- If a student's account is with an outside collection agency and the committee approves their appeal, collection costs charged will be the responsibility of the student.
- A student has one (1) calendar year from the last day of class for the term in question to file a tuition and fee appeal.
- A student's outstanding balance for other terms must be paid in full before the term being appealed will be considered.
- If the student received a refund for the term being appeal, it must be repaid before the committee will review the appeal.
- Extenuating circumstances include the following:

- Severe illness or injury (Medical documentation from physician / hospital required stating that the illness or injury will/did render the student unable to complete course)
- Death of an immediate family member (Death Certificate/Obituary stating relationship required)
- Military / national defense (Copy of official military orders required)
- Natural disaster / traumatic event (Provide explanation describing how the event caused undue hardship)
- Extenuating university circumstances (Detailed statement with official signature of university faculty/staff responsible for or with knowledge of circumstances required)
- The committee will take federal aid, TOPs, and/or scholarships the student received in the semester being appealed into consideration. The committee considers the financial burden it may place on a student by removing a class from the student's transcript when reviewing the appeal application.

VII. Policy Management

The Student Tuition and Fees Appeal Committee Composition

The committee is generally comprised of one representative from each of the following areas:

- Recruitment and Admissions
- Financial Aid
- Registrar (ex-officio)
- Student Account Services
- Warhawk ID Services (WIDS)
- Housing

A chairperson will be appointed by Vice President of Business Affairs.

Quorum

A quorum will consist of the Chairperson and three committee members.

Voting

A simple majority vote of this committee will rule. The Chairperson will only vote in case of a tie. The decision of this committee is final.

VIII. Exclusions

Students whose outstanding balance has been turned over to the Louisiana Attorney General for collection will not be allowed to submit a tuition and fee appeal application.

IX. Effective Date

This Policy shall apply to tuition and fees appeal applications submitted on or after the effective date of this Policy. The effective date of this Policy is the date it is adopted and signed by the President.

X. Adoption

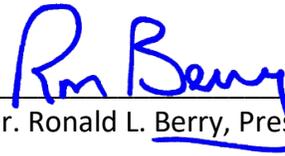
This policy is hereby adopted on this 31st day of October 31, 2022.

Recommended for Approval by:

Approved by:



Dr. Bill Graves, Vice President Business Affairs



Dr. Ronald L. Berry, President

XI. Appendices, References and Related Materials

None.

XII. Revision History

Original Adoption Date: October 26, 2015.

Revised October 31, 2022: Revisions include: updating the policy to University standard policy format, reducing the amount of time a student has to submit an appeal from 2 years from the first day of classes of term being appealed to the 1 year from the last day of classes of term being appealed, clarifying what all should be included by the student with the appeal application, and replacing specific employee contact information with generic position contact information.