

Campus Administrative Policy

Policy Title: **Tuition Appeals**

Policy Number: 7012 *Student Affairs (7000)*

Effective: April 5, 2022
Date Last Amended/Reviewed: April 5, 2022
Date Scheduled for Review: July 1, 2029
Supersedes: Tuition Appeal, January 1, 2014

Approved by: Michelle Marks
 Chancellor, University of Colorado Denver

Prepared by: Finance and Business Operations
Reviewing Office: Finance and Business Operations
Responsible Officer: Vice Chancellor for Finance and Business Operations, CFO

Applies to: CU Denver Campus

A. INTRODUCTION

This policy addresses situations in which students believe they have valid reasons for requesting an exception to the university’s Tuition and Fee agreement to receive a refund of tuition and fees from the University of Colorado Denver. This policy includes students taking main campus and extended studies classes. Students taking non-credit classes will abide by the policies of the school or college offering the non-credit classes. If no such policy exists, this policy applies by default.

B. POLICY STATEMENT

Students may drop classes by the University census date and receive a refund of tuition and fees, minus any applicable drop charges. A forfeited registration advance payment and/or drop charges incurred when dropping classes after the first week of the semester are not eligible for appeals.

Students who are unable to drop their classes by census due to unexpected and serious circumstances beyond their control may petition for a refund. Tuition appeal packets must be submitted electronically; personal appearances in front of the Tuition Appeals Committee is not permitted.

Students must appeal all courses for the semester they are appealing and may only appeal a maximum of two semesters during their time at the University of Colorado Denver.

C. TIME PERIOD FOR FILING

1. Students must complete a full withdrawal of classes for the semester to be considered for a tuition appeal. Students must submit a packet, including the tuition appeal form and any supporting documentation, within six (6) months of the end of the semester for which they are applying for a tuition refund. If unable to file an appeal within 6 months, the student must also provide documentation of extenuating circumstances beyond their control that prevented them from meeting the deadline; however, the University will not accept appeals for a semester after one year.
2. The Tuition Appeal Coordinator will review appeal packets for completeness and contact the student within 7-10 business days of receiving the appeals packet if the packet is incomplete. Incomplete packets will be pended further review until they have been completed. Complete packets may take 4-6 weeks from the submission for a decision to be rendered.
3. Tuition Appeal Coordinator will notify the student of the decision within five (5) business days of it being made.

D. FORMS

Tuition Appeals forms are available on the University's Student Finance website.

E. CRITERIA AND OTHER FACTORS

1. The following conditions must be met in order for a tuition appeal to be considered:
 - a. Student must be withdrawn from all classes for the semester
 - b. Tuition Appeal Form must be completed
 - c. All relevant supporting documentation, including personal statement, must be provided
2. The Tuition Appeal Coordinator and the Tuition Appeals Committee may collect additional information and resources for review and consideration of appeal. Information may include, but is not limited to:
 - a. Class attendance/participation/performance
 - b. Prior appeal submissions
 - c. Medical information as identified by the student
 - d. Documented interaction with other departments, such as Dean of Students Office, Office of Admissions, Office of Equity, faculty, and any other official university offices/departments relevant to the tuition appeal
 - e. Any other necessary university information deemed necessary by the Tuition Appeals Coordinator and/or the Tuition Appeals Committee
3. Circumstances that will be reviewed and considered by Tuition Appeals Coordinator:

- a. Medical emergency: The medical event must be unanticipated (occurring during or immediately before the semester being appealed) and significantly impact ability to complete classes. The student must submit documentation, signed by a licensed medical professional, that indicates the dates of the medical issue and clearly states how the condition prevented student from completing their classes.
 - b. Immediate family emergency (i.e. death or serious illness): The student must submit death certificate, obituary notice, or dated letter from medical professional containing dates of occurrence, nature and severity of injury/illness or other evidence sufficient for the Coordinator. The student must be able to prove relation, by birth certificate or other documentation, if the name differs from that of the student.
 - c. Change in employment beyond the student's control, including military deployment: The student must submit a letter from the employer explaining the nature of the change in employment, date that the change took effect, and how the change conflicts with the school schedule.
 - d. First term of degree-seeking enrollment at CU Denver, decided to attend another University or College, did not drop classes, and non-attendance documented by instructor. This will require evidence of attendance at another University or College.
4. Tuition appeals for the following reasons are not eligible for review:
- a. Lack of knowledge of published university policies and procedures
 - b. Non-qualification, late application, or loss of eligibility for financial aid or scholarships
 - c. Expected issues that arise for all students, including but not limited to: problems related to transportation, availability of finances, academic ability, and/or time management
 - d. Late application for admission to the University and/or late registration for classes
 - e. Perceived quality of instruction or dissatisfaction with the course
5. All tuition appeals and supporting documentation are part of the educational record and subject to FERPA. All staff will protect the student's privacy and materials, which will only be shared with school officials who have a legitimate educational interest.

F. TUITION APPEALS COMMITTEE

- 1. The Tuition Appeals Committee will only hear cases where there are strong, extenuating circumstances which have prevented a student from completing coursework, but does not meet all criteria for tuition appeal. Committee decisions are final and cannot be appealed.
- 2. Tuition Appeal Committee will consist of senior leadership from the following areas: Legal, Student Engagement, Student Success, and Finance and Business.

Notes

- 1. Dates of official enactment and amendments:

March 17, 2006: Adopted

January 1, 2014: Revised and reissued by the Provost

April 12, 2019: Modified

April 5, 2022: Revised

2. History:

April 12, 2019: Modified to reflect a Campus-wide effort to recast and revitalize Campus policy sites into a standardized and more coherent set of chaptered policy statement organized around the several operational divisions of the university. Article links, University branding, and formatting updated by the Provost's office.

April 5, 2022: Revised as the policy was moved from the Provost Office to the CFO. This policy was updated to include a maximum number of semester and time frame for appeal.

3. Initial Policy Effective Date: March 17, 2006

4. Cross References/Appendix: N/A