



Tuition Appeal Policy

Policy Title: Tuition Appeal Policy

Policy Type: Administrative

Policy Number: 31-08 (2014)

Approved: 01/12/2015

Responsible Office: Office of the Registrar

Responsible Executive: Provost and Vice President for Academic Affairs

Applies to: Students

POLICY STATEMENT

This policy establishes guidelines a student must follow in order to have his/her tuition appeal reviewed. Norfolk State University will promptly cancel a financial charge from a student's account provided the student meets the requirements of the University's policy on Tuition Appeals and submits supporting documentation. Appeals that do not represent a sound basis for reimbursement will be denied.

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DEFINITIONS

Tuition: Amount of money charged to students for instructional or other services. Tuition may be charged per term, per course, or per credit. Source: (<http://www.schev.edu/students/financialaiddefinitions.asp#T>, n.d.)

CONTACT(S)

The Provost and Vice President for Academic Affairs and the Assistant Vice President for Enrollment Management officially interpret this policy and are responsible for obtaining approval for any revisions as required by [BOV Policy #01 \(2014\) *Creating and Maintaining Policies*](#) through the appropriate governance structures. Questions regarding this policy should be directed to the Office of the Registrar.

STAKEHOLDER(S)

University Community: to include students, Office of the Registrar, Office of Financial Aid, and Student Accounts.

TUITION APPEAL: POLICY CONTENT

- I. General Information
 - a. Appeals are reviewed on a daily basis.
 - b. The Registrar's Office approves routine appeals that meet the established criteria and provide guidance on how an appeal might be considered under the policy.
 - c. Appeals that fall distinctly outside the existing criteria are referred to the Tuition Appeal Review Committee for review.
 - d. Committee members rule independently on each appeal.
 - e. Appeals are approved when a majority of the committee members decide in favor of the request.
 - f. Extenuating circumstances resulting in severe financial consequences for the student will be referred to the Appeal Committee after evaluation by the supervisor.
 - g. Committee decisions are final.
 - h. Appeal requests must be submitted to the Office of the Registrar no later than the final day for each semester for which the appeal is requested.
 - i. Summer semester appeals must be filed by the final day of class for that semester.
 - j. Failure to respond to requests for documentation within 30 days will result in an automatic denial of appeal.

- II. Tuition appeals will generally be approved for the following reasons as long as the appropriate supporting documentation is provided:
 - a. Extended periods of physical or mental illness (including hospitalization) during the refund period, documented by a physician's statement or other medical support.

- b. Extended periods of physical or mental illness (including hospitalization) of the student's immediate family who is dependent upon the student, documented by a physician's statement or other medical support.
 - c. Death of a student's immediate family member with certification.
 - d. Job transfer outside Hampton Roads, documented by employer.
 - e. Involuntary changes in employment schedule or military deployment documented by employer or commanding officer.
 - f. Error in academic advising resulting in inappropriate course enrollment, substantiated by advisor or other appropriate University personnel (with supervisor's approval).
 - g. Transfer credit assignment errors resulting in course duplication substantiated by University personnel (with supervisor approval).
 - h. Late notification of denial to a specific degree program with supporting documents (with supervisor approval).
 - i. Institutional errors in the delay of administrative processes relative to registration, change in domicile status or the delivery of financial aid funds (with supervisor approval).
 - j. Statement from the Student Affairs Office authorizing withdrawal for medical reasons.
 - k. Administrative difficulties with internships, placements or practicums involving the single enrollment of a student with supporting material from placement official (with supervisor approval).
- III. Tuition appeals will not be approved in the following instances:
- a. Student errors in judgment or irresponsibility involving transportation, availability of finances, academic ability, time management.
 - b. Misinterpretation of University policies and procedures as published in the University Catalog, Schedule of Classes and Student Handbook.
 - c. Lack of knowledge of University policies and procedures as published in the University Catalog, Schedule of Classes and Student Handbook.
 - d. Dissatisfaction with course content or delivery of instruction.
 - e. Dissatisfaction with academic progress in course.
 - f. Request for reimbursement of non-refundable fee
 - g. Non-attendance or minimal attendance of class.
 - h. Inadequate investigation of course requirements prior to registration and attendance.
 - i. Non-qualification, late application, or loss of eligibility of financial aid or scholarships.
 - j. Request to defer tuition payment to next semester charges.
 - k. Non-receipt of mail due to obsolete address on file with the Offices of the Registrar and Financial Aid.
 - l. Notification of domicile status after the refund period.
 - m. Change of or personal conflicts with, the instructor of record.
 - n. Student errors resulting in the delay of administrative processes relative to registration or the delivery of financial aid funds.

- o. Voluntary acceptance of employment or other activity impacting ability to attend classes.

PUBLICATION

This policy shall be widely published or distributed to the University community. To ensure timely publication and distribution thereof, the Responsible Executive will make every effort to:

- Communicate the policy in writing, electronically or otherwise, to the University community, within 14 days of approval;
- Submit this policy to the President's Office for inclusion in the online Policy Library within 14 days of approval;
- Post the policy on the Division's SharePoint site and/or website; on the webpages of the Division of Academic Affairs, Enrollment Management, Military Programs, Undergraduate Admissions Office, University Registrar, Veteran Affairs, and the TransferMation Center; student handbooks, University catalogs; and
- Educate and train all stakeholders and appropriate audiences on the policy's content, as necessary.

REVIEW SCHEDULE

- **Next Scheduled Review:** 04/26/2021
- **Approval by, date:** President, 01/12/2015
- **Revision History:** Prior to 1998; 06/10/2015
- **Supersedes:** Policy #31-401

RELATED DOCUMENTS

There are no related documents associated with this policy.

FORMS

There are no related forms associated with this policy.