

## **UNIVERSITY OF WISCONSIN – GREEN BAY POLICY ON STUDENT APPEALS OF INSTITUTIONAL CHARGES**

All student appeals of institutional charges are handled through the Institutional Charges Appeals Committee. For purposes of this policy, institutional charges are defined as any charge that is assessed through, and appears on, the student's financial account within the Student Information System (SIS).

In order to provide for a fair and equitable process, the following guidelines are established for the review and disposition of appeals filed by students.

The Committee will meet as necessary to provide resolution of appeals within two weeks of submission. The timeframe may be extended if additional information is requested from the student.

The Student Billing Office will be responsible for maintaining official appeal files for seven (7) years, in accordance with the UWS Fiscal & Accounting General Records Schedule.

### **Refund Guidelines for Withdrawal (dropping all classes and not attending UWGB)**

1. The only way charges applied to a students' SIS account can be removed is through the appeal process. The Appeal of Institutional Charges Form is available on the [Student Billing Forms](#) page. An e-mail or letter can be used in place of the on-line form, provided it contains all of the required information.
2. Removal of fees by backdating time of enrollment or withdrawal is prohibited, unless done to correct an administrative error or with the approval of the Committee. Documentation of Committee action will be maintained in the official appeal file.
3. Specific charges such as housing, course fees, graduation fees, etc., cannot be appealed and follow the refund schedule described below:
  - a. *Distance Education Fees* are refundable only during the 100% refund period.
  - b. *New Student Orientation Fees*
    - i. 75% refund up to 9 days before term start
    - ii. 40% refund from 8 days prior to term start through day 13 of the term
    - iii. 25% refund from 14th day of the term through the 27th day of the term
    - iv. No refund after the 28th day of the term
  - c. *Parking Fees* follows the [billing refund schedule](#):
    - i. 100% prior to and up thru week 2
    - ii. 50% weeks 3 & 4
    - iii. 0% after week 4
  - d. *Housing Fees* are paid by students for the time they live in UWGB housing, unless they are withdrawing 30 days or less before the fall or spring semester "move out" deadline, then housing is non-refundable.
  - e. *Dining Points and Pass Points* are refunded on a pro-rated basis if a student living in a residence hall withdraws and was required to have a dining plan. The amount refunded is less an administrative fee. Students who selected an optional dining plan are not eligible for a refund.
  - f. *Late Fees* are non-refundable when withdrawing from the University.

- g. *Math Fees* are non-refundable unless deemed a University error.
  - h. *Graduation fees* are non-refundable unless deemed a University error.
  - i. *Course Fees* are non-refundable.
    - i. *Course Fee examples: Distance Education, Course supplies, Studio or Lab fees*
  - j. *Withdrawal Fees* are non-refundable.
  - k. *Book Fees* are handled by the Phoenix Bookstore 920-391-6600.
  - l. *Library Fees* are handled by the Cofrin Library 920-465-2540.
  - m. *Other Fees* not addressed in this policy will be acted on in a case by case basis.
4. Students must have already dropped all of their courses and be officially withdrawn from the University before a refund request can be reviewed by the Committee. A refund request for one or more dropped courses cannot be reviewed by the Committee if the student is still enrolled in other courses.
  5. 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.
  6. [UWS Financial Administrative Policy 805 'Tuition and Fee'](#) will be the primary reference regarding appeals of tuition and fees. The Student Billing Office and other department websites will also be useful.
  7. It is the Committee's responsibility to ensure that appropriate documentation is on file to justify granting an exception to an established fee policy and to determine the appropriate action on the part of the University.
  8. In the event of a student's death, a tuition appeal is not required. See the ["Student Death Procedures"](#).
  9. Tuition appeals, resulting in a full or partial refund, may be approved, with proper documentation for any of the following circumstances if they occur during the course of the semester:
    - a. An error made by a representative of the University.
    - b. Withdrawal due to a student's illness/accident.
    - c. Withdrawal due to illness/death of a student's family member (i.e. parent, guardian, child, spouse, sibling, or caregiver).
    - d. Withdrawal due to a circumstance beyond the student's control, such as military deployment, which interrupted their ability to complete the semester.
  10. Examples of the documentation required includes:
    - a. A [Provider Verification](#) form.
    - b. A physician's letter verifying the timeline identified in the student's written appeal; dates of office visits; addresses the student's inability to complete the semester due to the severe nature of the medical situation; and if/when the student will be able to resume their education.
    - c. Copy of a death certificate or obituary notice or documentation from a physician.
    - d. Verifying the family member's illness.
    - e. Copy of military orders.

11. Refunds will be based on the date the student officially withdraws unless an earlier effective date of withdrawal can be documented. (Weeks are defined as starting on the first day of the term and running for seven consecutive days.)
  - a. The refunded amount of tuition and segregated fees may then be determined using the grid below for standard, 14 week long semester:
    - i. During Week 3-4 – if appeal is granted, may receive up to a 75% refund
    - ii. During Week 5-8 – if appeal is granted, may receive up to a 50% refund
    - iii. During Week 9-12 – if appeal is granted, may receive up to a 20% refund
    - iv. During Week 13-end of term – if appeal is granted, may receive up to a 10% refund
    - v. After the semester has ended – 0% refund
  - b. Refunds for non-standard sessions (classes that run longer or shorter than the standard 14 week session) may be eligible for a refund based off the percentage of time a student was in classes before withdrawing and will be treated on a case by case basis.
    - i. During Week 1 – if appeal is granted, may receive up to a 100% refund
    - ii. During Week 2 - if appeal is granted, may receive up to a 70% refund
    - iii. During Weeks 3-4 - if appeal is granted, may receive up to a 50% refund
    - iv. During Weeks 5- end of term - if appeal is granted may receive up to a 10% refund
    - v. After the session has ended – 0% refund
12. Undergraduate students, who take 12 through 18 credits, and graduate students should not pay more than full-time student tuition and segregated fees, as published in the applicable fee schedule. An appeal will not be required to correct an over-assessment of tuition and fees. This does not apply to courses charged outside of the tuition plateau.
13. If a new student did not attend any classes and has been granted a late withdrawal by the Registrar's Office (in accordance with 805) it is the student's responsibility to prove nonattendance. Unless there are extenuating circumstances acceptable to the Committee, fees will be reduced to 20% of the original fees due, at the resident rates, plus the assessment of a late payment fee.
14. In the event of an administrative error or dissemination of inaccurate information to a student by a member of the UW-Green Bay faculty or staff, causing him/her/them to take an action or fail to take an action which results in a fee assessment, the student must document the date on which the error occurred. The remedy will be to backdate the fee assessment to the dates in which the error occurred.
15. Tuition refund appeals will be automatically denied in these cases:
  - a. The student is reducing credit load (dropping individual classes) but not withdrawing from all classes. The refund schedule identified on the Student Billing Resources webpage is followed.
  - b. Claim of being unaware of payment due dates, refund schedule for drops/withdrawals.
  - c. Misinterpretation or lack of knowledge of published University policies and procedures.
  - d. Minimal attendance, or poor performance in class(es).
  - e. Barring extenuating circumstances, dissatisfaction or dislike of course content, delivery of instruction, academic progress in course, or issues between the student and the instructor.
  - f. Disciplinary action.
  - g. Voluntary changes in employment, commitments, goals, or other activities impacting ability to attend.

- h. Financial hardship.
  - i. Failure to confirm a drop or withdraw made using SIS.
  - j. Errors in judgment involving transportation, availability of finances, academic ability or time management.
  - k. Request for a refund of a non-refundable fee such as a distance education fee, or course fee for materials purchased for use in class. [See section 3 (a-m) for the list of fees.]
  - l. Student errors resulting in the delay of registration, the receipt of financial aid or other funds, or loss of financial aid or scholarship eligibility.
16. Results of the Committee's review will typically be:
- a. Request for more information/documentation, or
  - b. Deny the appeal, or
  - c. Direct the Student Billing Office to waive all or a portion of the tuition and segregated fees, and/or
  - d. In consultation with the appropriate department, reverse all or a portion of any other fees on the student SIS account.
17. The Committee will draft a letter to the student detailing the results of the review. The letter must address the disposition of tuition and segregated fees on the student SIS account. The letter will be reviewed by the Student Billing Office for verification of amounts before being sent.
18. The results of the review, including all pertinent documentation and a copy of the final letter to the student, will be routed to the Student Billing Office, where:
- a. All necessary adjustments will be made to the student SIS account,
  - b. Financial aid adjustments will be coordinated with the Financial Aid Office,
  - c. Refunds to the student will be processed, if necessary, and
  - d. The appeal will be filed.
19. The decision of the Committee is final. If a student requests another review of the appeal, it will be up to the Committee to decide whether there is new information that would warrant a second review.

### **Interpretation**

Exceptions to any of the stated procedures, provisions, etc., due to unusual circumstances can be made only by the Chancellor or designated representatives. Designation of representatives should be in writing and maintained in the designees' offices

Questions regarding the implementation and interpretation of this policy should be directed to the Assistant Vice Chancellor for Enrollment Services.

This policy was officially approved by Senior Staff on 10-29-2015

Revised February 9, 2021

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