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

All student appeals of institutional charges are handled through a Student Financial 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 Chancellor will designate a member of the campus faculty or staff as responsible for the review of student financial appeals. This designee may review appeals themselves or establish a Student Financial Appeals Committee. If the designee works in the offices of Registrar, Financial Aid, Student Service Center, or Bursar, the Committee must consist of at least two individuals from different departments. All references to the Committee in this policy refer to anyone hearing appeals whether an individual or group. 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 Bursar will be responsible for maintaining official appeal files for seven (7) years, in accordance with the UWS Fiscal & Accounting General Records Schedule.

Program Guidelines
I. The only way to remove charges applied to a student SIS account is through the appeal process. An appeal form is available on-line at http://www.uwgb.edu/bursar. An e-mail or letter can be used in place of the on-line form, provided it contains the required information.

II. Removal of fees by backdating enrollment or withdrawal activity is prohibited, unless done to correct an administrative error or at the direction of the Committee. Documentation of this action will be maintained in the official appeal file.

III. To expedite processing, special arrangements can be made with the Committee for appeals of department specific charges (e.g., housing, course fee, senior fee) that do not include tuition and/or segregated fees.

IV. If an appeal includes tuition and segregated fees, in addition to department charges, the entire appeal will be sent to the Committee. Input from the appropriate department(s) will be requested (as necessary) to determine the disposition of those charges.

V. A student must have already dropped a course(s) or be officially withdrawn from the University before an appeal can be reviewed by the Committee. This will prevent the student from waiting to hear the results of an appeal before taking action.

VI. The student’s right to file an appeal ends when the outstanding SIS account balance has been sent to a collection agency.

VII. UWS Financial Administrative Policy #F44 will be the primary reference regarding appeals of tuition and fees. The Bursar’s Office and other department websites will also be useful.
VIII. 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.

IX. To ensure consistency in treatment of student appeals:
   a. In the event of a student’s death, a tuition appeal is not required. See the “Student Death Response Policy” on the Dean of Students website. [http://www.uwgb.edu/deanofstudents/policies_procedures/index.html](http://www.uwgb.edu/deanofstudents/policies_procedures/index.html)
   b. In the event of a withdrawal due to a student’s illness/accident or the death of a family member, documentation is required in the form of a physician’s certification, copy of a death certificate or obituary notice. If the documentation is sufficient, a waiver will be applied to the student SIS account, resulting in a refund of up to 100% of tuition and segregated fees. Other fees will be adjusted based on input from the appropriate department. The Financial Aid Office must make any required adjustments before refunds can be processed.
   c. Undergraduate students who take 12 through 18 credits and graduate students should not pay more than full-time student fees, as published in the applicable fee schedule. An appeal will not be required to correct an over-assessment of tuition. This does not apply to courses charged outside of the tuition plateau.
   d. If a student did not attend classes and has been granted a late withdrawal by the Registrar’s Office, in accordance with F44, it is the student’s responsibility to prove non attendance. Unless there are extenuating circumstances acceptable to the Committee, fees will be reduced to 20% of the original fees due, reduced to resident rates, plus the late payment fee.
   e. In the event of an administrative error or dissemination of inaccurate information to a student by a member of the faculty or staff, causing 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 and the remedy will be to backdate the fee assessment to that which would have occurred on that date.
   f. The inability to pay fees or disagreement with UW-System or UW-Green Bay policies or procedures is not in itself grounds to grant an appeal.
   g. Barring extenuating circumstances, dissatisfaction with a professor or class content is not grounds to grant an appeal.
   h. All other unique circumstances, including the illness of a family member, will be decided by the Committee, based on documentation provided by the student. If a refund is deemed appropriate, the following schedule may be used for dates beyond the established refund calendar identified on the Bursar’s Office website:
      i. During week five to eight – 30% refund
      ii. During week nine to twelve – 20% refund
      iii. During week thirteen to end of semester – 10% refund
      iv. Weeks are defined as starting on the first day of the term and running for seven consecutive days.

X. Results of the Committee’s review will typically be:
   a. Deny the appeal, or
   b. Direct the Student Billing Office to waive all or a portion of the tuition and segregated fees, and/or
c. In consultation with the appropriate department, reverse all or a portion of any other fees on the student SIS account.

XI. The Committee will draft a letter to the student detailing the results of the review. The letter must address the disposition of all fees on the student SIS account and be reviewed by the Bursar/Student Billing Office for verification of amounts before being sent.

XII. The results of the review, including all pertinent documentation and a copy of the final letter to the student, will be routed to the Bursar/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.

XIII. 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.

NOTE: This policy incorporates the requirements of UWS Financial Administration Policy: Tuition and Fee Policies for Credit Instruction (F44), which states that “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. Documentation justifying exceptions should be maintained. Blanket exceptions are not authorized.” [http://www.uwsa.edu/fadmin/fppp/fppp44.htm](http://www.uwsa.edu/fadmin/fppp/fppp44.htm)

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*This policy was officially approved by Senior Staff on April 20, 2010.*