TUITION REFUND APPEAL POLICY AND PROCEDURES
UNIVERSITY OF MINNESOTA, CROOKSTON

Students may appeal for an exception to the University refund policy if unusual circumstances exist. The student must complete a Retroactive Course Cancellations and Tuition Refund Appeals <www3.crk.umn.edu/onestop/registration/Forms/TuitionRefundAppeal.pdf> form if there are extenuating circumstances that have prevented the student from dropping his or her semester course work and warrant exception to the refund procedure. All tuition refund petitions, written and signed by the student, and accompanied by supporting, official third-party documentation, are to be submitted to the Office of the Registrar. In order for an appeal to be considered, the student must prove extenuating circumstances were the sole cause of withdrawal from classes. The responsibility to supply adequate supporting documentation lies with the student. If the student is requested to provide additional documentation in order for the University to make a final decision, the student will have 30 days to submit the additional documentation or the appeal will be denied. The Committee will typically only consider appeals written and submitted by the student; appeals submitted by someone other than the student (e.g., parent, guardian, sibling, etc.) will typically not be considered. Appeals should fully explain the extenuating circumstances and include supporting documentation. The submission of an appeal does not guarantee approval.

The Registrar decides routine appeals that meet established criteria. Appeals that fall outside existing criteria, and appeals of Registrar decisions, are referred to the Tuition Refund Appeal Committee (TRAC) for review. Students who wish to appeal the decision of the Registrar must do so in writing within 10 calendar days after receiving the decision. The Tuition Refund Appeal Committee will then review such appeals.

The TRAC is an administrative committee appointed by the Chancellor and comprised of representatives from the Business Office, Student Affairs, and Financial Aid and Scholarships. The committee is chaired by the Registrar who serves without a vote. TRAC meetings are typically held on the third Thursday of each month. Appeals are reviewed in the order received. Appeals must be received no later than the first Thursday of the month to be reviewed at that month’s meeting. Appeals submitted after that date would be reviewed at the following meeting. Students will receive written or e-mail confirmation that his/her appeal form has been received. The confirmation will inform the student of the date on which the Committee will review the appeal.

The Office of the Registrar will prepare a packet of information that includes the student’s petition and documentation, academic history, current semester’s schedule, student account balance, and the financial aid status for the student. The University may contact third-party documentation providers to verify information provided by the student. The Committee may also contact the student’s instructor(s), adviser, department head, and/or any other university personnel and to inquire as to attendance record, current grade in the course(s), assignments completed, or other university interactions as they relate to the appeal request. Materials are confidential and shared only with members of the Committee who review the appeal. The TRAC will research, review, and render a decision to the request. Appeals are approved by a majority of the committee voting in favor of the request. Once the Committee has reached a determination, the student will receive a letter or e-mail within seven working days indicating the Committee’s disposition of the appeal.

The Committee will NOT typically consider appeals based on the following reasons:

1. Registering for the wrong course. It is the student’s responsibility to verify accuracy of course prerequisites or required courses, course schedules, required texts or other supplies, course content and appropriateness of course level, catalog requirements, and registration.
2. Any case that involves a protested check or any account that has been turned over to a collection agency or the state of Minnesota.
3. Misinterpretation, lack of knowledge, understanding, or failure to follow applicable University policies and procedures as published in the University Catalog, Class Schedule, official University website <www1.crk.umn.edu/>, or other applicable University publications.
4. Dissatisfaction with course content or delivery of instruction.
5. Dissatisfaction with academic progress in course.
6. Appeals of non-refundable fees.
7. Non-attendance or minimal attendance of class.
8. Inadequate investigation of course requirements prior to registration and attendance.
9. Non-qualification, late application, or loss of eligibility for financial aid or scholarships.
10. Non-receipt of mail due to obsolete address on file with the Office of the University Registrar.
11. Failure to activate or maintain the student’s official UMN.EDU e-mail account (e-billing).
12. Changes of, or personal conflicts with, the instructor of record.
13. Student errors resulting in the delay of administrative processes relative to registration or the delivery of financial aid funds.
14. Voluntary acceptance of employment or other activity influencing ability to attend classes.
15. Textbook, software, hardware, or technical difficulties.
16. Routine illness.
17. Lack of preparation or failure to meet course prerequisites.
18. Vacation plans.
19. Personal errors in judgment or irresponsibility involving transportation, childcare, availability of finances, academic ability, and time management.

If a student has documentation that substantiates an extraordinary event and an appeal for tuition and fee refund is approved, the student must understand that the University is only able to approve a refund appeal once during the entire academic career at UMC (includes all voluntary and involuntary separations). In particular, if the event is related to a medical condition, it is the student’s responsibility to make an informed decision (which may require a consultation with a health care provider) prior to enrolling in future coursework since an appeal is granted on a one-time basis for a given medical condition. While a student may not be granted a second tuition and fee refund the student may have the opportunity to withdraw from coursework with a grade of W in future semesters, assuming the student meets all appropriate deadlines and regulations related to withdrawal.

The Tuition Refund Appeal Committee does not review tuition refund exceptions when the basis of the appeal is related to the academic delivery, instructor conflicts, grading, or any academically related request for refund exception. Any and all academic grievances must follow the UMC Student Grievance Procedures <http://www3.crk.umn.edu/info/policies/grievance.htm>.

Financial Aid Recipients Note: If an appeal is approved for a recipient of federal and/or state financial aid (grants and loans), and the student’s original course registration is cancelled and/or tuition liability is eliminated as a result; federal/state regulations dictate that all financial aid previously applied to the student’s account and/or disbursed to the student in the form of an overpayment refund, must be returned to the respective loan/grant program. This action may result in an outstanding balance on the student account; in certain scenarios, that (new) balance owed may be in an amount greater than was incurred via the initial registration/aid disbursement.

Spouses of Service Members Called to Active Duty: Students who are the spouse of a service member and have a dependent child are able to withdraw from classes with a full refund of tuition if their spouse is called to active duty. The same terms and conditions apply to these students as to the service members. Students must present the service members' orders to their college and University Veteran Services to begin the process of reimbursement.

-- Approved by Chancellor’s Administrative Cabinet, November 22, 2010
Revised June 28, 2012; March 25, 2013; August 26, 2013; July 24, 2014