

# Tuition Appeals Guidelines

In accordance with CU Denver policy, there are to be no tuition refunds without an appeals process. Students must abide by the guidelines below in order for a Tuition Appeal to be considered.

Students are responsible for knowing and adhering to the published dates/deadlines on the Academic Calendar. Tuition is not refundable when students drop or withdraw from courses after the published deadlines. However, if circumstances beyond the student's control have made the late drop or withdrawal necessary, the student may appeal the tuition. Tuition Adjustments will only be for the student portion of tuition and fees and will not include any portion of the College Opportunity Fund (COF) stipend for the semester.

**Before you can appeal any tuition charges, you must be officially withdrawn from courses for which you are appealing the tuition.** You must complete and submit the Tuition Appeals Form, a personal statement and supporting documentation within six months of the end of the term (last day of finals) for which you are applying for a tuition adjustment or within six months after the conclusion of any extenuating circumstances.

The Tuition Appeals Committee will review appeals and may approve a full or partial tuition refund for circumstances beyond the student's control that prevented him/her from complying with the established dates and deadlines for that term. Circumstances that **may** be subject to committee review:

- a. Medical event: **\*ALL Full term medical withdrawals are addressed through the CU Denver Office of Case Management.** Partial medical withdrawals require submission of verifiable documentation that is signed and dated by a licensed health professional that indicates the dates of medical issues and clearly states why the condition prevented student from completing his/her/their classes. The medical event must significantly impact ability to complete classes.
- b. Immediate family emergency (i.e. death or serious illness): The student must submit verifiable documentation, death certificate or obituary notice, or dated letter from medical professional containing dates of occurrence, nature and severity of injury/illness or other evidence sufficient for the committee to make a fully informed decision.
- c. Change in employment beyond the student's control: The student must submit an official signed and dated letter from the employer explaining the dates and nature of the change in employment.
- 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 verifiable evidence of attendance at another University or College.
- e. Notification by the Dean of Students that they are aware of sufficient justification to grant a tuition appeal.

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 involving 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

If the circumstances beyond your control that prevented you from dropping by the deadline do not fit one of the above examples, the Tuition Appeals Committee must have documentation describing your situation and must include all official communications or signed documentation that verifies your circumstances. For guidance on what may qualify as official in your circumstances, please contact the Tuition Appeals Committee at [tuitionappeals@ucdenver.edu](mailto:tuitionappeals@ucdenver.edu)

The Tuition Appeal Committee will typically contact the student within 7-10 business days of receiving the appeal packet, declaring it as complete or incomplete. Appeal packets are considered incomplete for the following reasons: not withdrawn from class(es), no supporting documentation, no Tuition Appeals form, and/or no personal statement. Complete packets are normally reviewed by the Tuition Appeals Committee within 4-6 weeks of being submitted. **Incomplete packets will be denied further review until they have been completed and resubmitted.**

The Tuition Appeal Committee will notify student within 7 business days of the Committee's decision.

**Decisions of the Tuition Appeals Committee are final and not subject to further appeal.**