

<b>CAMPUS ADMINISTRATIVE POLICY JUSTIFICATION</b>
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**Policy Title:** Tuition Appeals  
**Policy Number:** 7012 *Student Affairs*

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**Date Submitted:** April 5, 2022  
**Proposed Action:** Approve Update

**Brief Description:** This policy addresses situations in which students believe they have aid reasons for requesting and exception to the university's Tuition and Fee agreement to receive a refund of tuition and fees from the University of Colorado Denver.

**Desired Effective Date:** April 5, 2022  
**Last Official Review:** April 5, 2022  
**Reviewing Office:** Finance and Business Operations  
**Responsible Officer:** Vice Chancellor for Finance and Business Operations, CFO  
**Policy Contact:** Finance and Business Operations

**Applies to:** CU Denver Campus

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**Reason for Policy:** This policy addresses situations in which students believe they have aid reasons for requesting and exception to the university's Tuition and Fee agreement to receive a refund of tuition and fees from the University of Colorado Denver.

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## **I. REASON FOR PROPOSED ACTION AND SUMMARY OF CHANGES**

Tuition Appeals was moved from the Provost to the CFO due to it being a fiscal policy. The changes that were made, include: A maximum of two semesters can be appealed during the student's time at the university and the student must appeal all courses, no partial appeal will be considered. This is to ensure the student understands the gravity and seriousness of the process and to keep abuse of the policy to a minimum. The timeframe for submitting an appeal is still 6 months, however there is now a maximum timeframe, no appeal will be considered after 1 year. The timeframe imposed is to limit the financial burden for the university but still allowing for extenuating circumstances.

Notification by the Dean of Students, as the sole approver, has been removed to prevent subjective and inequitable treatment of students. The process should be the same for all students,

there should not be one person who can approve an appeal based on circumstances, they should all be held to the same standards.

The role of the tuition appeals coordinator has been changed to the primary reviewer of appeals. This role will determine if the appeal meets the written criteria or warrants special extenuating circumstances, if it is considered the latter, the appeal will be submitted to a second level approver, if that level still cannot justify a decision, the appeal will be sent to committee review. The committee makeup will be senior leadership in student engagement, legal, and business and finance. The committee's decision will be final. This change to the process should also ensure the equitable treatment of all students who submit an appeal.

Additional information about the collection of student information was included, as well as HIPPA compliance was added.

## **II. STAKEHOLDER ENGAGEMENT IN THE POLICY REVIEW**

List all the offices and personnel who participated in the drafting or coordination of this policy.

Provost – (C. Nakuma)

Senior Vice Chancellor Strategic Enrollment – (M. Snowden Ongoing Involvement)

Vice Chancellor for Finance and Business Operations, CFO (T. Haggerty, Ongoing Involvement)

Associate Vice Chancellor of Budget – (J. St. Peter)

Legal – (C. Pocket)

Policy Coordinator (J. Speed, ongoing involvement)

## **III. LEGAL REVIEW**

Is legal review of the proposed changes recommended?

Yes, has been approved by Chris Puckett.

## **IV. FISCAL REVIEW**

Are there any financial (human resources, technology, operations, training, etc.) or other resource impacts of implementing this policy (e.g., cost savings, start-up costs, additional time for faculty or staff, new systems, or software)? **No**

**If yes, please explain:**