



Campus Administrative Policy

Policy Title: Tuition Appeals

Policy Number: 7012 Functional Area: Student Affairs

Effective: January 1, 2014
Date Last Amended/Reviewed: January 1, 2014
Date Scheduled for Review: July 1, 2021
Supersedes: Tuition Appeals, March 17, 2006

Approved by: Roderick Nairn
Provost and Vice Chancellor for Academic and Student Affairs

Prepared by: Office of the Registrar
Reviewing Office: Provost and Executive Vice Chancellor for Academic and Student Affairs

Responsible Officer: Office of the Registrar

Applies to: CU Denver

A. INTRODUCTION

This policy addresses situations in which students believe they have valid reasons for requesting a refund of tuition from the CU Denver. This policy includes students taking Main Campus and Extended Studies classes. Students taking non-credit classes will abide by the policies of the school or college offering the non-credit classes. If no such published policy exists, this policy applies by default.

B. POLICY STATEMENT

Students may drop classes by the CU Denver census date and receive a refund of tuition and fees, minus any applicable drop charges. A forfeited registration advance payment and/or drop charges incurred when dropping classes after the first week of the semester are not eligible for appeal.

Students who are unable to drop their classes by census due to unexpected and serious circumstances beyond their control may petition for a full or partial tuition refund. Tuition appeal packets must be submitted in writing; personal appearance in front of the Tuition Appeals Committee is not allowed.

C. TIME PERIOD FOR FILING

1. Students must be officially withdrawn from any class(es) before they can appeal for a tuition refund. Students must submit a packet including the Tuition Appeals Form and supporting documentation within 6 months of the end of the term for which they are applying for a tuition refund. If unable to file an appeal within 6 months, the student must provide documentation of extenuating circumstances beyond the student's control that prevented meeting the deadline.
2. Tuition Appeal Coordinator will typically contact the student within 7-10 business days of receiving the appeal packet, declaring it as complete or incomplete. Complete packets will be typically 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.
3. Tuition Appeal Coordinator will typically notify a student within 5 business days of the Committee's decision. Decisions of the Tuition Appeals Committee are final and not subject to further appeal.

D. FORMS

Tuition Appeals Forms are available on the [Registrar's web page](#) or in the Office of the Registrar.

E. CRITERIA AND OTHER FACTORS

1. The following conditions must be met in order for a tuition appeal to be considered:
 - a. Student must be withdrawn from class(es) associated with appeal
 - b. Tuition Appeal Form must be completed
 - c. All relevant supporting documentation, including personal statement, must be provided
2. Additional information that the Tuition Appeal Coordinator may collect and provide to the Committee for consideration when reviewing an appeal:
 - a. Class attendance/participation/performance
 - b. Prior appeal submissions
 - c. Medical information as identified by the student
 - d. Other pertinent university information
3. 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
4. Circumstances that could be subject to Coordinator approval without review by the Tuition Appeals Committee include:
 - a. Medical event: The student must submit documentation signed by a licensed medical professional that indicates the dates of medical issues and clearly states why the condition prevented student from completing 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 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 Coordinator.
 - c. Change in employment beyond the student's control: The student must submit a 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 also will require evidence of attendance at another University or College.
 - e. Notification by the Dean of Students that they are aware of sufficient justification to grant the tuition appeal.
 5. All tuition appeals and supporting documentation are part of the educational record and subject to the Family Educational Rights and Privacy Act (FERPA) of 1974. Committee members will protect the student's privacy, and materials only will be shared with school officials who have a legitimate educational interest.

F. TUITION APPEALS COMMITTEE

1. Committee Members represent a cross-section of the University and can include but are not limited to the following areas:
 - a. Bursar: a permanent voting member who will also provide fiscal information
 - b. Registrar: a permanent voting member who will also provide student registration and records information
 - c. Financial Aid: a permanent voting member who will also provide student financial aid information
 - d. Admissions: a permanent voting member who will also provide student admissions / enrollment management information
 - e. Academic Success and Advising: a permanent voting member who will also provide student advising information
 - f. Student Body: a permanent voting member who will also represent the interests of the student body
 - g. Permanent voting members from the School and Colleges:
 - 1) College of Architecture and Planning
 - 2) College of Arts and Media
 - 3) Business School
 - 4) School of Education and Human Development

- 5) College of Engineering, Design and Computer Science
 - 6) College of Liberal Arts and Sciences
 - 7) School of Public Affairs
2. Chair: The Tuition Appeals Coordinator in the Office of the Registrar will serve as the non-voting Chair. The Chair is charged with conducting the business of tuition appeals that falls under the authority of the Tuition Appeals Committee. The Chair will coordinate monthly committee meetings and provide information from the student's appeal along with any supporting documentation, communication, or student information. The Tuition Appeals Committee may delegate specific decision-making authority to the Tuition Appeals Coordinator.

Notes

1. Dates of official enactment and amendments:
March 17, 2006: Adopted
January 1, 2014: Revised and reissued by the Provost
April 12, 2019: Modified
2. History:
April 12, 2019: Modified to reflect a Campus-wide effort to recast and revitalize Campus policy sites into a standardized and more coherent set of chaptered policy statements organized around the several operational divisions of the university. Article links, University branding, and formatting updated by the Provost's office.
3. Initial Policy Effective Date: March 17, 2006
4. Cross References/Appendix: N/A