

# Tuition and Fee Refund Appeal

## Tuition and Fees Refund Appeal Policy Information

### **Policy Statement:**

ISU will review a request for tuition and fee refund provided the student meets the requirements of the University's policy on Tuition and Fees Appeals and submits supporting documentation on official letterhead. Appeals that do not represent a sound basis for reimbursement will be denied. Appeals must be submitted no later than 6 months after the withdrawal date.

### **Submitting an Appeal:**

- Students must officially withdraw from courses before their appeal will be considered.
- Appeal documents are accepted at the Office of Finance and Administration, Administration Building, 2nd floor or can be mailed to ISU, Finance and Administration, Mail Stop 8219, Pocatello, Idaho 83209.
- For other questions on the Tuition and Fees Refund Appeal process, please contact Finance and Administration at 208.282.2404

### **Appeal Process:**

All appeals are referred to the Tuition and Fees Refund Appeal Committee. This committee is comprised of representatives from the Office of Finance, Student Affairs, College of Technology, and Academic Affairs. Appeals are reviewed on a monthly basis. Depending upon the complexity of the appeal and receipt of all supporting documentation, the processing time may vary from six to eight weeks.

- Appeals are approved when a majority of the committee decides in favor of the request.
- Committee decisions are final.

***Please be advised that filing a tuition appeal does not exempt your account from the assessment of collection and/or financial penalties when applicable. Please pay tuition and fees when due. Late fees and collection fees are not appealable charges.***

## Instructions/Checklist

- Review the acceptable and unacceptable list of reasons to request a refund.
- Consider why an exception to the published policy is justified for your situation. Idaho State University has published policies on fees, charges, and refunds. This information is available from the Finance and Administration website at [www.isu.edu/finserv](http://www.isu.edu/finserv). Requests that simply disagree with the policy are not considered.
- Gather supporting documentation to submit with your appeal. For example, a statement from an advisor is needed when an advising error is the basis of the request; a statement from a medical professional on letterhead and including applicable dates is required when based on a medical condition.
- Submit the completed form and documentation to the Tuition and Fees Refund Appeals Committee, Office of Finance and Administration, 2nd floor, Administration Building or mail to ISU, Finance and Administration, Mail Stop 8219, Pocatello, Idaho 83209.
- Unofficial Transcript.

**If the appeal committee needs additional information from you, a request will be made to the EMAIL address you have provided below.**

The decision of the committee is final. The review process may take 6 to 8 weeks due to the research conducted on each request submitted. **A written decision will be sent to the MAILING address listed on this form.**

Be sure to attach all documentation such as letters from doctors, hospital statements, copy of incorrect or misleading University publication, etc. you feel may support your assertions.

**Tuition/Fee Refund Appeal Form  
Idaho State University**

**STUDENT INFORMATION (All information is required):**

**Name:** \_\_\_\_\_

**Student ID:** \_\_\_\_\_

**Email Address:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

**Mailing Address:** \_\_\_\_\_

**Cell Phone:** \_\_\_\_\_

\_\_\_\_\_

**State:** \_\_\_\_\_

**City :** \_\_\_\_\_

**Zip code:** \_\_\_\_\_

Identify the term and year for which you are appealing.

Term/Year: Fall \_\_\_\_\_ Spring \_\_\_\_\_ Summer \_\_\_\_\_

What was your last date of attendance?

\_\_\_\_\_

Have you appealed for a tuition/fee refund in the past?

No

Yes  For which term(s) and year(s) \_\_\_\_\_

*Refund Request: Please attach a letter detailing your situation with dates and events. Please explain to the committee the outcome you are seeking.*

**Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

Be sure to **attach all documentation** such as letters from doctors, hospital statements, copy of incorrect or misleading University publication, etc. you feel may support your assertions. **Also attach a current unofficial transcript.**

Submit all materials to: Tuition and Fee Refund Appeals Committee, Office of Finance and Administration, 2nd floor, Administration Building or mail to ISU, Finance and Administration, Mail Stop 8219, Pocatello, Idaho 83209.

Responses and statements within this document must adhere to Idaho State University Student Code of Conduct. Specifically, see Section C, Acts of Dishonesty. All information included in the appeal is considered confidential and will not be used for any other purpose.

**Allow 6 to 8 weeks for a response. A response will be sent to the mailing address on this form.**

Committee Action: Date \_\_\_\_\_

Approved \_\_\_\_\_ Denied \_\_\_\_\_

Refund Approved (% of Tuition /Fees) \_\_\_\_\_

Reason: \_\_\_\_\_

<p><b>Tuition/Fee Refund Appeals will be considered for the following reasons when the appropriate supporting documentation is provided:</b></p> <p>Medical Withdrawal based on physical illness of the student (including hospitalization)--documented by a physician's statement or other medical support on official letterhead, and including date of onset.</p> <p>Physical or mental illness of the student's immediate family member (including hospitalization) who is dependent upon the student for support--documented by physician's statement or other medical support on official letterhead, including date of onset.</p> <p>Death of a student's immediate family member. "Immediate family" is defined as parents, spouse, children, brother or sister, (either blood or by marriage) with a certified copy of death certificate.</p> <p>Mandatory and unforeseen job transfers outside of ISU locales -documented by employer on official letterhead.</p> <p>Involuntary changes in employment schedule documented by employer on official letterhead. <b>Loss of employment does not apply.</b></p> <p>Late notification of denial to a specific degree program--with supporting documents on official letterhead.</p> <p>Institutional errors/delay in processes.</p>	<p><b>Tuition/Fee Refund Appeals will not be approved in the following instances:</b></p> <p>Personal errors in judgment or irresponsibility involving transportation, availability of finances, academic ability, time management.</p> <p>Misinterpretation of University policies and/or procedures.</p> <p>Lack of knowledge of University policies and/or procedures.</p> <p>Dissatisfaction with instructor, course content, or delivery of instruction.</p> <p>Dissatisfaction with academic progress in course.</p> <p>Appeals of non-refundable fees.</p> <p>Non-attendance or minimal attendance of class.</p> <p>Inadequate investigation of course requirements prior to registration and attendance.</p> <p>Non-qualification, late application, or loss of eligibility for financial aid or scholarships.</p> <p>Requests to defer tuition payment to next semester charges.</p> <p>Non-receipt of mail due to obsolete address on file with the Office of the University Registrar.</p> <p>Failures to activate or maintain your official ISU e-mail account or BengalWeb channels.</p> <p>Student errors resulting in the delay of administrative processes relative to registration or the delivery of financial aid funds.</p> <p>Voluntary acceptance of employment or other activity impacting ability to attend classes.</p> <p>Loss of employment</p>
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