

**Policy Number: 245.1**

**Policy: Tuition Refund Appeal Policy**

**Effective Date: 10/2018**

**Revision Date: 10/2018**

**Approved by: Business Services Director**

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**POLICY:**

- I. The Tuition Refund Appeal Application was established to consider student requests for reimbursement of tuition charges due to a withdrawal under circumstances beyond a student's control.

A. TUITION CREDITS

1. Generally, students are entitled to a 100% tuition credit for full semester courses that are dropped before the first day of class, an 90% tuition credit for classes that are dropped by the 5th day of class, 75% tuition credit for classes dropped by the 10th day class, 50% tuition credit for classes dropped by the 15th day of class, and no tuition credit (0%) refund for classes dropped after the 15th day of class. Add/Drop dates vary for summer courses, based on course length and/or start-end dates, as noted in the schedule of class information in the course registration system. The Tuition Refund Appeal requests are for exceptions to this rule. Please access the Refund Policy for Montana State University Billings. There is a one year limit on filing a refund appeal. Example: If a student is filing an appeal for Fall 2016 term then it must be submitted to MSUB before the official start of the Fall 2017 term.

B. CIRCUMSTANCES THAT SUPPORT SUBMITTING AN APPEAL

1. Significant illness or injury that required the student to withdraw from the University.\*
2. Significant illness or injury of an immediate family member that required the student to withdraw from the University. Definition of immediate family: mother, father, brother, sister, child, spouse, domestic partner, grandparent, grandchild, mother-in-law, father-in-law, daughter-in-law, son-in-law, brother-in-law, sister-in-law, legal guardian, or other person who stands in place of a parent.
3. Death of an immediate family member or guardian. Definition of immediate family: mother, father, brother, sister, child, spouse, domestic partner, grandparent, grandchild, mother-in-law, father-in-law, daughter-in-law, son-in-law, brother-in-law, sister-in-law, legal guardian, or other person who stands in place of a parent.
4. University error. Advising, or other academic department processing issues, are not considered a university error.

\* The Health Documentation Form to be completed by the student's licensed health professional can be found at the bottom of this page.

C. CIRCUMSTANCES NOT SUFFICIENT TO SUPPORT A TUITION REFUND APPEAL INCLUDE, BUT ARE NOT LIMITED TO:

1. Not being aware of add/drop deadlines or forgetting student was registered.
2. Lack of familiarity with student information systems.
3. Insufficient financial aid and/or financial hardship.
4. Dropping courses to avoid low grades.
5. Deciding that school/work/life responsibilities are too overwhelming.
6. Arrest/Incarceration.
7. Academic or Disciplinary Dismissal.
8. Dissatisfaction with instructor or course content or determining that courses you took do not meet your academic and/or personal goals.
9. Advising, or other academic department processing issues, are not considered a university error.

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II. SUBMITTING THE TUITION REFUND APPEAL

- A. Students must be officially withdrawn from the semester for which the appeal is being submitted. Additional information about withdrawing from the semester can be found on the forms page on the Registrar's website at <http://www.msubillings.edu/reg/>.
- B. All tuition refund appeals must be submitted through the Business Services Office using the "Tuition Refund Appeal Application & Health Documentation Form" using the form below.
- C. There is a one year limit on filing a refund appeal. Example: If a student is filing an appeal for Fall 2016 term then it must be submitted to MSUB before the official start date of the Fall 2017 term.
- D. Any approved tuition refund will be returned to the students source of payment. For example, a student with Federal Financial Aid will have those funds returned to the student loan, etc.

III. DOCUMENTATION NEEDED TO SUPPORT A TUITION REFUND APPEAL

- A. All tuition refund appeal applications must include a "Letter of Appeal" describing the reason(s) and justification for seeking an appeal. Depending on the nature of the appeal application, it may also need to include one or more of the following:
  - 1. Appeals due to illness or injury of student
    - a. The appeal application must include a copy of the Health Documentation Form completed by the student's licensed health professional. The Health Documentation Form can be found at the bottom of this page. Please DO NOT include detailed medical documentation such as diagnosis statements including current medications, medical facilities admittance/release form(s), x-rays, photos of an injury, or other documents related to the student's condition.
  - 2. Appeal due to illness or injury of immediate family member
    - a. Definition of immediate family: mother, father, brother, sister, child, spouse, domestic partner, grandparent, grandchild, mother-in-law, father-in-law, daughter-in-law, son-in-law, brother-in-law, sister-in-law, legal guardian, or other person who stands in place of a parent. The appeal must include a letter from a medical professional confirming the situation and the student's role as caregiver.
  - 3. Appeal due to the death of an immediate family member
    - a. Definition of immediate family: mother, father, brother, sister, child, spouse, domestic partner, grandparent, grandchild, mother-in-law, father-in-law, daughter-in-law, son-in-law, brother-in-law, sister-in-law, legal guardian, or other person who stands in place of a parent. The appeal must include documentation of death (i.e., death certificate or obituary) and the student's relationship to the deceased.
  - 4. Appeal due to University error
    - a. The appeal application must include confirmation regarding the nature/circumstances of the error which prevented the student from dropping the class in a timely fashion.
- IV. Failure to include proper documentation (see examples above) with the appeal application may result in a delay or possible failure of the appeal being considered by the Tuition Refund Appeals Committee.
- V. Completed forms should be submitted to the Business Services Office by email, fax or mailed to the below address.

[Tuition Refund Appeal Application](#)

[Health Documentation Form](#)

Email: [businessoffice@msubillings.edu](mailto:businessoffice@msubillings.edu)

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Fax: 406-657-2051

Address: Attn: Business Office, 1500 University Drive, Billings, MT 59101