

Refund/ Adjustment of Undergraduate Student Charges for Tuition and Fees Exception Policy

To provide guidelines for students making appeals to standard fee assessments.

Policy Owner:

University Registrar

Contact: University Registrar

Approved By: Office of the University Registrar

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Review Cycle: As needed

Review, Approval, and Change History:

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Revised 10/06/2016.

I. Exceptions to published fee assessment policy and charges

1. For undergraduate students the Office of the University Registrar is charged with the responsibility of considering and approving exceptions to published fee assessment policy.
2. Any change in assessment can only be adjusted or pro-rated to an amount consistent with rates already established and published by the University of Nebraska – Lincoln.

II. Initial appeal by a student

1. An appeal and all pertinent written documentation must be submitted in writing (email is acceptable) within 20 calendar days of notification of assessment, adjustment or refund. The University Registrar or designee may make exceptions on a case-by-case basis when there is a compelling case to do so.

Minimally, each written appeal must be dated and include the student name, address and phone number, NUID, signature or originating evidence of the student, statement describing specifically what is being requested and for what term, statement of any extenuating circumstances, and why the request should be honored.

2. All appeals must be submitted to the Office the University Registrar. Appeals must meet one or more of the following criteria to be considered and approved:
 - a. Written documentation of an illness, accident, injury, or situation which could not be influenced, planned for, or prevented by the student or the institution and which subsequently caused a change in the class schedule, thus changing the assessment. This provision specifically excludes conditions or chronic illnesses that remain static and are known to the student at the time of enrollment.
 - b. Written documentation of substantiated circumstances involving deadlines where a student has in good faith relied on information provided by a named University official, or the official's interpretation of the text of a University document or publication, and was consequently misled or mistaken about its terms.
 - c. In individual cases and when it is in the best interest of the student and the institution, the University Registrar may grant an exception that is not deemed to be served appropriately by the exception criteria stated elsewhere in this document.
3. Regarding all sections of this document; decisions will address whether an adjustment of charges will be made. Grade assignments, quality and quantity of instruction and other academic issues are not within the scope of these procedures and should be addressed by the appropriate individual or party at UNL. When appropriate grading and fee assessment decisions may be rendered jointly after due collaboration.
4. Generally, grounds for consideration of an appeal will be restricted to those circumstances personally experienced by the enrolled student.
5. Decisions are rendered by the designated official of the Office of the University Registrar and will be based solely upon any and all pertinent written documentation.
6. Best efforts for notification of a decision will be made within 10 calendar days of receipt of the written appeal with all needed supporting documents.

Refund/ Adjustment... Continued

III. Appeal of the decision rendered by the Office of the University Registrar

1. Upon written request a student may appeal the decision rendered by the Office of the University Registrar.
2. Barring substantial and mitigating circumstances a written appeal must be received by the Office of University Registrar within 20 calendar days of the notification decision.
3. The written appellant must request a review of the original decision and may contain additional written documentation to support the appeal.
4. The appeal will be reviewed by the same Office of the University Registrar designated official. If the appeal information is sufficient to overturn the original decision, the designated Office of the University Registrar official can adjust a tuition or fee assessment in accordance with appropriate fiscal procedures.
5. If denied, the information must be forwarded to the University Registrar's immediate supervisor for his/her prompt adjudication.

IV. Appeals

1. The University Registrar's immediate supervisor will hear all appeals on decisions made by The Office of the University Registrar.
2. S/he shall generally operate under all guidelines set forth in these articles.
3. S/he will make best efforts to consider and send notification of the outcome of an appeal to the student and to the University Registrar within 30 calendar days after receiving the appeal information from the Office of the University Registrar.
4. The decision rendered by the University Registrar's immediate supervisor is the final University determination on the matter.

V. Refund of Tuition and Fees in the Event of a Student Death, Students called to Active Military Duty or Jury Duty

1. Situations regarding student death or students called to military duty or jury duty will be administered by specific UNL guidelines published elsewhere.
2. Please check with the Division of Student Affairs or the UNL's web site for specific policies.