

# Refund/Waiver Appeal

The following process is to be used by students requesting an exception to the University Refund Policy. The University Refund Policy is published in the financial section of the university's academic regulations (Undergraduate Bulletin, Graduate Bulletin or Professional Bulletin), and is also available on the VCU Student Accounting Website at [accounting.vcu.edu/refunds/dropvswithdrawal](http://accounting.vcu.edu/refunds/dropvswithdrawal). Students should review the Fact Sheet (next pages) before completing and submitting a Refund/Waiver Appeal.

Questions regarding the Refund/Waiver Appeals Process may be directed to the Student Accounting Department at (804) 828-2228 or by email at [stuacctg@vcu.edu](mailto:stuacctg@vcu.edu). A student with a disability or condition that would require accommodation in order to participate in this process may notify the Student Accounting Department, allowing assessment of need and reasonable accommodation via standing university protocols.

Please complete and return to the Student Accounting Department with all required supporting documentation.

Student Name

Student V Number

Last

First

MI

Current mailing address (this is the address where all correspondence concerning the appeal will be sent)

Street

City

State

Zip

Telephone Number

Email

Semester

Year

- 1. Spring
- 2. Summer
- 3. Fall

## Course(s) to be appealed

Course Department	Course Number	Section Number	Course Title	Instructor

By signing below, I acknowledge that I have read the following requirements and that I have had the opportunity to contact the Student Accounting Department with any questions or desire for clarification:

- The Refund/Waiver Appeal process is a request for an exception to the published University Refund Policy;
- Exceptions to the University Refund Policy are granted only in rare circumstances satisfying the criteria set forth on the Fact Sheet. In general, exceptions are not granted for financial reasons; preexisting, unchanged medical conditions; events not relevant to the semester of the appeal; and unsuccessful student conduct, financial aid Satisfactory Academic Progress (SAP), or academic appeals;
- Submitting an appeal does not guarantee that my request will be approved;
- The Refund/Waiver Appeals Committee makes the university's final decision about whether or not to grant an exception to the University Refund Policy;
- I have read and acknowledge the information on the Refund/Waiver Appeal Fact Sheet (the next pages).

Student Signature: \_\_\_\_\_

Date: \_\_\_\_\_

# Refund/Waiver Appeal Fact Sheet

## General Requirements

- The Refund/Waiver Appeals Committee will consider an appeal only for class(es) from which the student has withdrawn due to extenuating circumstances.
- The Refund/Waiver Appeal applies only to tuition and fees related to the course(s) for which the student is appealing an exception to the Refund Policy. Charges from housing, meal plans, study abroad programs, and financial aid retractions are not considered by the Committee.
- A student who wishes an exception to the University Refund Policy for a course in which they have received a grade must first obtain a retroactive withdrawal. Approval of a retroactive withdrawal does not guarantee an exception to the University Refund Policy. Many situations may reasonably warrant amendment to a student's academic record to reflect a withdrawal, but not relief from financial obligation for the resources extended by the university to provide the academic course from which the student retroactively withdrew.
- The Refund/Waiver Appeals Committee considers only appeals received within three years from the last day of the academic semester in which the student was enrolled in the course for which they are appealing.

## Required Documentation

1. A completed and signed Refund/Waiver Appeal Form.
2. A complete and detailed description of the special circumstance(s) which necessitated the withdrawals and the reason for the request to an exception of the University Refund Policy. To facilitate the university's review of the request, the typed description should provide a clear explanation of the circumstance(s) including dates of the event(s). If the student is requesting a refund for some but not all of the classes attempted in the semester, the student should provide additional clarification about why only some of the classes necessitated a withdrawal.
3. Supportive documents must be provided. **It is the student's responsibility to provide complete and detailed documentation of any circumstances necessitating withdrawal (i.e., doctor's letter, death certificate, etc.).** Medical documentation should be on the medical provider's letterhead and should include the diagnosis/treatment of the condition(s); the specific date or dates of the occurrences; and confirmation that the student was incapable of attending or participating in the class(es) because of their medical condition, including any mental health condition. Insurance summary reports and medical bills are not sufficient documentation.
4. Attendance or participation verification from the instructor of each class for which the student is submitting an appeal must be provided. The verification should include when the student stopped attending/participating in classes. If the instructor did not maintain attendance records, verification from the instructor that the records are not available should be submitted. The verification may be on the instructor's VCU letterhead or through email correspondence with the instructor. The course verification may be emailed directly to the Student Accounting Department at [stuacctg@vcu.edu](mailto:stuacctg@vcu.edu). Students may contact the Student Accounting Department directly for assistance with the attendance/participation verification requirement.

## Procedures

- Submit the completed Refund/Waiver Appeal Form and all required documentation by one of these means:
  1. Mail to:  
VCU Student Accounting Department  
Attention: the Refund/Waiver Appeals Committee  
Box 843036  
Richmond, VA 23284-3036;
  2. In person to: the Student Accounting Department located on the first floor of Grace E. Harris Hall;
  3. Fax to the Student Accounting Department: (804) 828-5463; or
  4. Email to: the Student Accounting Department at [stuacctg@vcu.edu](mailto:stuacctg@vcu.edu).
- The Refund/Waiver Appeals Committee generally reviews appeals on a monthly basis during the fall and spring semesters. The meetings are generally conducted on the first Tuesday of the month. Submission of a complete appeal packet is typically due approximately one week prior to the subsequent meeting. In order to confirm the deadline, the student may contact the Student Accounting Department directly.
- Upon receiving a partial appeal packet, the Student Accounting Department will notify the student that their submission is incomplete and not ready for review by the Committee.

- The Student Accounting Department will send the student written notification of the Committee's decision within 10 business days of the meeting to the mailing address included on the Refund/Waiver Appeal Form.
- Any decision denying a request on the basis of insufficient documentation is an initial decision that permits the student to provide additional documentation in support of their request. If the student chooses not to supplement their initial request with additional information within three years of the last day of the academic term in which the student was enrolled and subsequently withdrew, then the Committee's initial denial becomes final.
- The university understands that a student may submit sensitive personal and/or health information in support of a request for an exception to the Refund Policy, and the university protects the privacy of student records consistent with the federal Family Educational Rights and Privacy Act (FERPA). The Student Accounting Department limits access to information submitted along with a student's request to the members of the Committee and only other university personnel involved in the administrative review process.

### **Additional Information**

- An appeal that does not include all four of the required documentation listed above is incomplete. Incomplete appeals will not be reviewed by the Committee.
- The Refund/Waiver Appeals Committee considers only the information submitted by the student in his or her appeal packet. The Committee generally does not consider information such as the student's academic standing/performance, requests for and approval of disability-related academic or other accommodations, and student conduct. A student with a disability or condition that would require accommodation in order to participate in this process may notify the Student Accounting Department, allowing assessment of need and reasonable accommodation via standing university protocols.
- The Committee reviews the written request and supporting documentation. The student is not present during the review.
- The Committee considers factors including the student's ability to attend and participate in classes, the timing of the event(s) that necessitated withdrawal, and the severity of the circumstance(s).
- In general, Refund/Waiver Appeals concerning financial difficulties, preexisting, unchanged medical conditions; events not relevant to the semester of the appeal; and unsuccessful student conduct, financial aid Satisfactory Academic Progress (SAP), or academic appeals are not approved.
- The Refund/Waiver Appeals Committee may grant an exception providing a full reduction of the tuition and tuition-related fees for the appealed class(es), a partial refund, or no refund. The decision by the Refund/Waiver Appeals Committee represents the final administrative decision concerning an exception to the University Refund Policy.
- A reduction in the student's tuition and fee charges by the Refund/Waiver Appeals Committee may result in the reevaluation of the student's eligibility for state and/or university financial aid or scholarship awards.



**VCU** Strategic Enrollment  
Management  
Student Accounting