Appeals for Refunds

The University Withdrawal Refund Appeal Committee will consider appeals for refunds for the current term and for complete withdrawals. Refunds for partial withdrawal will be considered provided enough valid documentation accompanies the request. The committee has the final say. Obtain paperwork for withdrawal refund appeals in the Office of the University Registrar, Petigru College, 3rd floor. Guidelines for committee consideration of appeals are in the Withdrawal Refund section of the bulletin.

These excerpts from the Committee’s Procedures are provided to students:

In establishing a diminishing scale refund process for drops and withdrawals, the University operates on the philosophy that many basic costs of instruction are incurred at the end of the first week of classes or within an equivalent period for non-standard semesters. The assignment of classroom space to an individual student precludes any other student from occupying that seat. In addition, an instructor is assigned and the cost of instruction is encumbered on the first day of classes.

A student withdrawing from a course or the University after the first week of classes has already occupied a classroom seat that cannot be reassigned. As a result, the University cannot both maintain its financial integrity and also provide a full refund, accordingly a series of refund deadlines commensurate with student progress into the semester...

1. One or more of the following criteria must be met before the committee will consider or approve any withdrawal refund appeal:
   - Documentation of an accident, illness, injury or incident, which could not be influenced, predicted, planned for or prevented by the student or the institution. THIS PROVISION SPECIFICALLY EXCLUDES CONDITION OR CHRONIC ILLNESSES KNOWN TO THE STUDENT AT THE TIME OF ENROLLMENT.
   - Demonstration that the application of the published refund policy would result in a specific and substantial personal hardship to the student. THIS PROVISION SPECIFICALLY EXCLUDES CIRCUMSTANCES OR EFFECTS SIMPLY PRESENTING AN INCONVENIENCE TO THE STUDENT OR FAMILY OF THE STUDENT.
   - Documentation of substantiated circumstances where a student, in good faith, relied upon the veracity of a University official’s advice or an official’s interpretation of the text of any University document or publication and was consequently misled or mistaken about the terms of the published refund policy.

2. The appeal must be initiated during the semester for which the refund is requested.
3. The appeal may involve a total withdrawal from the University. Partial withdrawal will be considered provided enough valid documentation accompanies the request.
4. Appeals will only address whether or not a refund will be granted. No consideration will be given to grad assignment or other academic issues. Student must address such issues directly with the faculty members and the college. If applicable, any request for an extenuating circumstances withdrawal for grade change purposes must be resolved prior to deliberations by this committee.
5. Grounds for consideration of an appeal will be restricted to only those circumstances personally experienced by the enrolled individual with whom the University has a direct relationship. LOSS OR ILLNESS OF A FAMILY MEMBER, CLOSE ASSOCIATE OR EMPLOYEE, INCLUDING, BUT NOT LIMITED BY, DIFFICULTY IN A FAMILY OPERATED BUSINESS, ARE EXCLUDED FROM CONSIDERATION.

Decisions will be made by simple majority vote of the committee membership and documented in writing by their chairperson. The student will be informed of the outcome of the appeal through correspondence with the Director of Student Life, who chairs the committee.

1 Office of the University Registrar
Removal of Course Entry
The removal of course entries is normally accomplished when the student drops or withdraws during the late registration period (before the “W” grade period) for a term or the schedule is cancelled for not paying fees for the course(s). The removal of a course also removes charges associated with that course. The grade of “W” or “WF” is applied in all other instances of drop or withdrawal, and the normal refund/charge schedule is applied.

On RARE occasions, exceptions are made to the above and courses are removed retroactively from the student’s schedule (with resulting fee adjustments) as a result of a documented administrative error or situation that made it impossible for the student to drop the class during the late registration period. Ignorance of the rules or deadlines is not considered an administrative error.

For a situation to be reviewed, a written explanation from the student, explaining what administrative error caused the delay of the drop, must be presented to the Office of the University Registrar, along with any other evidence that supports the claim. The Office of the University Registrar will research and verify the facts of the situation and if it is determined that an error was indeed made, will remove the course(s) from the student schedule. A response to the student will be communicated under the signature of the University Registrar.