

BF4020 - University Fees and Charges

Issued: November 5, 2013

Responsible Official: Executive Vice President and Chief Operating
and Financial Officer

POLICIES

Responsible Office: University & Student Business Services

Policy Statement

Policy Statement

The enrollment of students and assessment, payment and collection of fees and charges will be handled consistent with policies, procedures and guidelines of the University. All fees, charges, and deposits assessed and collected by or for the University of Memphis require formal approval by the President of the University or the Executive Vice President and Chief Financial Officer.

In accordance with University policies, the university will provide a process through which any student may appeal the application of any fee or charge or the calculation or denial of a refund.

Contents

Procedures

- [Overview](#)
- [Establishing University Fees/Charges](#)
- [Fees and Charges](#)
- [Publishing University Fees/Charges](#)
- [Appeals of University Fees/Charges and Refunds](#)
- [Collection of University Fees and Charges](#)

Related Forms

- [New Fee or Change in Amount of Fee Request](#)
- [Appeal/Request for Review of Fee, Charge or Refund](#)

Links

- [Appeals of University Fees and Charges](#)
- [University & Student Business Services](#)
- [BF4021 - Cash Handling](#)

Procedures

Overview

University & Student Business Services (hereinafter referred to as USBS) will review and provide written concurrence with all published information in regard to University fees, charges, deposits, and refunds.

USBS is responsible for the determination and collection of all amounts due the University.

The University has specific procedures through which the assessment or refund of any fee, fine, or charge can be appealed.

University policy [BF4021 - Cash Handling](#) and related procedures concerning the handling of cash receipts will be reviewed and followed if the department or activity will be involved in the handling of collections. Cash receipting by other departments must be approved by USBS and employees with a responsibility for collecting cash must be trained prior to the collection of University fees and charges.

Establishing University Fees/Charges

All requests for the establishment of new University fees/charges or for changes in existing University fees/charges are to be submitted in writing to USBS on the "New Fee or Change in Amount of Fee Request" form. All requests are to be completed in full and include the proposed effective date of the establishment/modification as well as the refund policy for the fee/charge. If there will be no refund of the fee or charge, it will be clearly indicated as a "Non-refundable" fee/charge.

USBS will prepare and submit each fee/charge request to the appropriate officials for formal approval. USBS will formally notify the requesting official of the fee/charge's approval or the denial of the establishment/modification of the fee/charge.

Requests for seminars, workshops, conferences and other one-time-events may be submitted during the year, but must be received in USBS at least two months prior to the event.

USBS will maintain all correspondence and original approvals of all University fees and charges.

The Executive Vice President and Chief Financial Officer may also approve, in specific instances, other university officials/offices to assume responsibility for the determination and collection of fees/charges and the determination of refunds. Each instance, however, must be approved in writing by the Executive Vice President and Chief Financial Officer.

Fees and Charges

All fees and charges must go through the fee approval process before they become effective. These fees and charges will include, but are not limited to, the following:

- Admission Fees
- Maintenance Fees (tuition)
- Out-of-State Tuition
- University Service Fees
- Specialized Academic Fees
- Course Fees
- Late Payment Fees
- Late Registration Fees
- Tiger Eat\$ Meal Plans
- Residence Life Fees and Fines
- Parking Fees and Fines
- Library Fees and Fines
- Other Student Fees and Fines
- Fees and Charges made for various services rendered or products sold
- Services rendered by the Speech and Hearing Center, Psychological Services Center, Early Childhood Education, Chucalissa Museum and similar activities.
- Fees and Charges for workshops, conferences, non-credit course, and similar activities
- All other instances where the university collects or assesses a fee or charge.

Detailed information concerning all student-related fees is available on the USBS website under "Explanation of Fees" at <http://memphis.edu/usbs/fees/otherfees.php> and/or is shown on the fee charts available at <http://memphis.edu/usbs/fees/index.php>. All University fees are consistent with University policy guidelines.

Publishing University Fees/Charges

The University attempts to follow a general standard format when publishing information on University fees and charges.

The format includes, but is not limited to, the following:

1. All statements which include a University fee/charge amount will be complete and specific enough to prevent any misunderstanding by the readers.
2. Whenever a University fee/charge is quoted or specified, the refund status will also be stated. If there are qualifying conditions for a fee refund, these conditions will be stated.
3. Where applicable, specific dates related to the payment of University fees and associated fee refunds will be stated or a link to that information will be provided.
4. It will be specified that any payment of University fees are to be made payable online, where possible, or checks made to The University of Memphis and an exact mailing address approved by USBS will be provided if payments by mail can reasonably be expected.

Appeals of University Fees/Charges and Refunds

Any student or other interested individual may appeal the assessment, application, calculation, or interpretation of any University fee, charge, deposit, refund, or any University action connected with fees, charges, refunds, and collection procedures. Appeals for any fee, charge, refund, or calculation relating to registration fees must be submitted by the student within one year of the term in which the fee assessment was made.

A written appeal may be filed on forms available online or in USBS and may be approved if within the guidelines of USBS. If USBS does not approve the appeal, the appellant is advised of his/her rights to file a second appeal within ten (10) calendar days to the Executive Director for USBS. The decision of the Executive Director may be appealed to the University's Fee/Refund Appeals Committee; this is the last appeals step which will be acted upon by the University. The recommendation of the University's Fee/Refund Appeals Committee will be forwarded to the Executive Vice President and Chief Financial Officer for a final decision. Detailed information is available on the USBS website under "Student Financial Appeals" at <http://memphis.edu/usbs/info/appeals.php> .

Traffic fines and citations may be appealed through a separate process on forms available from the Parking and Transportation Services office, Office of Student Accountability, or the Student Government Association office. Housing and Residence Life appeals are also subject to a separate appeal procedure.

Appeals in reference to Tiger Eat\$ meal plans are to be filed online on the campus card website at [http://memphis.edu/campus card/diningappeals.php](http://memphis.edu/campus_card/diningappeals.php).

Appeals related to Housing and Residence Life financial matters are to be filed first with the Housing and Residence Life office. The decision of the appeal will be emailed to the student within 1-2 weeks. Decisions of the Housing and Residence Life office may be appealed in writing to the Executive Director of USBS. This decision may be appealed to the University Fee/Refund Appeals Committee.

Collection of University Fees and Charges The USBS office follows detailed collection procedures for university fees and charges, in accordance with University policies and guidelines.

Pursuant to T.C.A. Section 28-1-113, there is no time limit on the institutions' authority to collect receivables unless otherwise expressly provided by statute.

Related Forms

New Fee or Change in Amount of Fee Request <http://memphis.edu/usbs/pdf/feereq.pdf>

Appeal/Request for Review of Fee, Charge or Refund <http://memphis.edu/usbs/pdf/appeal.pdf>

Links

Appeals of University Fees and Charges <http://memphis.edu/usbs/info/appeals.php>

USBS Office

<http://memphis.edu/usbs@memphis.edu>

Cash Handling Policy

[BF4021 - Cash Handling](#) [BF4021](#)

Revision Dates

BF4020 – Supersedes UM1733 March 22, 2018
UM1733 - Issued: November 5, 2013
Revised March 2020

Subject Areas:

Academic	Finance	General	Human Resources	Information Technology	Research	Student Affairs
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
