

Issued: Dec. 8, 2016

Issued: July 1, 2020

Responsible Official: Executive Director - USBS

Responsible Office: University & Student Business Service Office

Purpose

Any 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 must be submitted by the student within one year of the term in which the fee assessment was made.

A request for an appeal may be filed online and may be approved if within the guidelines of the USBS Office. If the USBS Office does not approve the appeal, the appellant may file a second appeal within ten (10) days of the decision to the Executive Director. The decision of the Executive Director – USBS may be appealed within ten (10) days to the Assistant Vice President for Finance may be appealed within ten (10) days for a final decision. This is the last appeals step which will be acted upon by the University. Detailed information is available on the [USBS's Website](#).

All appeals for Residence Life Charges, Parking Citations, or any fee not assessed by the USBS Office must be filed with the appropriate office.

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Related Forms

- [Appeal/Request for Review of Fee, Charge, or Refund Form](#)

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- [USBS Office](#)

Definitions

Retroactive Withdrawal

A request by the student to be withdrawn from a semester which has already concluded. For example, a request made in February to be withdrawn from the previous summer or fall semester would be considered "retroactive."

Late Withdrawal

A request by the student to be allowed to withdraw from a current semester after the published "last day to withdraw from the semester and receive a "W" for grade."

Procedures

Preliminary Information

Students requesting a refund of registration fees for courses must be withdrawn from the course(s) before an appeal for refund may be considered. Students whose appeals are submitted while enrolled in courses will be notified to withdraw from the course prior to consideration. Students who have missed the last day to withdraw or who are requesting a refund for a term that has already concluded must request a late/retroactive withdrawal from the Dean of their College. The student will be routed to the appropriate officials in the order necessary to approve a late/retroactive withdrawal.

Filing an Appeal

Student is required to complete the request for an appeal online. The link is available online on the [USBS Website](#). Each request should be submitted along with appropriate documentation to support the request. Examples of appropriate documentation are included in the following information. All decisions by the USBS Office will be sent to your assigned University email account.

Appeal for refund based on Advising Error

Students requesting a refund of registration fees due to an advising error must submit an appeal online and attach a memo on University letterhead or email from the advisor with a detailed account of the situation that led to the student's incorrectly being enrolled in a course.

Students requesting a refund of late fees due to an advising error must submit a memo on University letterhead or email from the advisor with a detailed account of the circumstances that prevented the student from fulfilling registration/fee payment obligations by the appropriate deadline.

Appeal for refund based on Death in Family

Students requesting a refund of tuition based on a death in the student's immediate family must provide supporting documentation such as an obituary that includes the student's name as a survivor, or a copy of the death certificate that includes the student's name as a relative.

The exception rule for refunds based on death provides a normal refund up to 75% of the fees. If a student would, under our normal time and percentage schedule receive less than 75%, we may approve an exception to bring the total to 75%. These refunds are handled the same as all other refunds, including determining if any part of the refund must be returned to federal sources.

Appeals based on death in the family may be granted for death of family members as outlined in the University bereavement policy upon proper documentation as outlined above.

Appeal for refund based on Employer Conflict

Students requesting a refund of tuition based on an employer conflict must include a letter from the employer on company letterhead with the effective date of change in regular schedule and the reason for the change in employment schedule/location. Documentation from the employer should demonstrate that the cause of the employer conflict was beyond the student's control and could not have been anticipated at the time of registration and/or 100% refund deadline.

The exception rule for employer conflict refunds provides a normal refund up to 75% of the fees. If a student would, under our normal time and percentage schedule receive less than 75%, we may approve an exception to bring the total to 75%. These refunds are handled the same as all other refunds, including determining if any part of the refund must be returned to federal sources.

Appeal for refund based on Medical Situation

Students requesting a refund of tuition based on a medical situation must include the health verification provided with the attending physician's signature as proof that you were unable to attend classes.

The exception rule for medical refunds provides a normal refund up to 75% of the fees. If a student would, under our normal time and percentage schedule receive less than 75%, we may approve an exception to bring the total to 75%. These refunds are handled the same as all other refunds, including determining if any part of the refund must be returned to federal sources.

Medical appeals may be granted for death/illness of family members as outlined in the University bereavement policy upon proper documentation as outlined above.

**Appeal for refund based on
Military Call to Active Duty**

Pursuant to TCA 49-7-2301 and 49-7-2302, students called to active military or National Guard service during the semester are entitled to a 100% refund or credit of mandatory fees. Housing and meal ticket charges may be prorated based upon usage.

Students requesting a refund of registration fees due to a call to active military duty must supply the USBS Office a copy of the official military orders. Once received, the USBS Office will process a 100% credit for all courses from which the student must withdraw due to military service.

Students who receive Title IV funding are subject to any Title IV credits prior to the USBS Office processing the remaining credits to total 100% of mandatory fees.

Links

**The University of Memphis
Policies and Procedures**

<https://www.memphis.edu/policies/>

Contacts

USBS Office

<https://www.memphis.edu/usbs/staff.php>
