

TUITION APPEAL POLICY OLD DOMINION UNIVERSITY

Policy Statement:

Old Dominion University will promptly refund tuition and/or cancel a financial charge from a student account provided the student meets the requirements of the University's policy on Tuition Appeals and submits supporting documentation on official letterhead.

Appeals that do not

represent a sound basis for reimbursement will be denied. Students have the responsibility to submit an appeal within one year of the tuition due date. ***Late fees and collection fees are not appealable charges.***

Submitting an Appeal:

- Appeals are accepted at the Customer Relations Center in the downstairs lobby of Rollins Hall, via email at odutuitionappeal@odu.edu, by mail at Rollins Hall, Office of Finance, Norfolk, VA 23529 or by fax at (757)683-4100
- For information on the Tuition Appeal process, please contact the Office of Finance at (757)683-4983.
- Students must officially withdraw from a course before their appeal will be processed.

Appeal Process:

- Appeals are reviewed on a continuous basis. Depending upon the complexity of the appeal and receipt of all supporting documentation, the processing time may vary from three to five weeks.
- Finance staff members approve routine appeals that meet the established criteria and provide guidance on how an appeal might be considered under the policy.
- Appeals that fall distinctly outside the existing criteria are referred to the Tuition Appeal Review Committee for review. This committee is comprised of representatives from the Office of Finance, Student Outreach & Support Services, and Academic Affairs.
- Committee members independently rule on each appeal.
- Appeals are approved when a majority of the committee decide in favor of a request.
- Committee decisions are final.

<u>Tuition Appeals will generally be approved for the following reasons as long as the appropriate supporting documentation on official letterhead is provided:</u>	<u>Tuition appeals will generally not be approved in the following instances:</u>
Extended periods of physical illness of the student (including hospitalization) – documented by a physician's statement or other medical support on official letterhead – <i>NO medical records!</i>	Non-qualification, late application, or loss of eligibility for financial aid or scholarships.
Extended periods of physical or mental illness of the student's immediate family member (including hospitalization) who is dependent upon the student for support – documented by physician's statement or other medical support on official letterhead - <i>NO medical records!</i>	Personal errors in judgement or irresponsibility involving transportation, availability of finances, academic ability, time management.
Death of a student's immediate family member. "Immediate Family" is defined as parents, spouse, children, sibling, (either blood or by marriage), legal guardian – with a certified copy of the death certificate.	Misinterpretation of University policies and procedures as published in the University Catalog and Guide to Enrollment.
Mandatory job transfers outside of Hampton Roads – documented by employer on official letterhead.	Lack of knowledge of University policies and procedures as published in the University Catalog and other applicable University publications.
Changes in employment schedule or military deployment – documented by employer or commanding officer on official letterhead.	Dissatisfaction with course content or delivery of instruction.
Error in academic advising resulting in inappropriate course enrollment – substantiated by advisor or other appropriate University personnel on official letterhead.	Dissatisfaction with academic progress in course.
Transfer credit assignment errors resulting in course duplication – substantiated by University personnel on official letterhead.	Appeals of non-refundable fees.
Late notification of denial to a specific degree program – with supporting documents on official letterhead.	Non-attendance or minimal attendance of class.
Institutional errors/delay in processes – documented <i>on official letterhead.</i>	Inadequate investigation of course requirements prior to registration and attendance.
Statement from the Vice President of Student Affairs Office, or designee, authorizing withdrawal for medical reasons.	Requests to defer tuition payment to next semester charges.
Administrative difficulties with internships, placements, or practicums involving the single enrollment of a student – with supporting material from placement official on official letterhead.	Non-receipt of mail or email due to obsolete addresses on file with the Office of the University Registrar.
Involuntary Loss of Employment.	Failure to activate or maintain your official ODU.EDU email account (e-billing).
	Changes of, or personal conflicts with, the instructor of record.
	Student errors resulting in the delay of administrative processes relative to registration or the delivery of financial aid funds.
	Voluntary participation in employment or other activity impacting ability to attend class.
	Notification of domicile status after the refund period.

**TUITION APPEAL FORM
OLD DOMINION UNIVERSITY**

Old Dominion University will promptly refund tuition and/or cancel a financial charge from a student account provided the student meets the University's policy on tuition appeals and submits supporting documentation. Appeals that do not represent a sound basis for reimbursement will be denied. **Please be advised that filing a tuition appeal does not exempt your account from the assessment of collection and/or financial penalties when applicable. Please pay tuition and fees when due. Late fees and collection fees are not appealable charges.**

1. Did you receive Financial Aid? YES ____ NO ____



If **YES**, you must contact a Financial Aid Counselor **before** submitting an Appeal Form to determine the effect an approved tuition appeal may have on your aid.

a. Financial Aid Counselor Name: _____ b. Date Contacted: _____
Amount and Type of Aid: _____

2. Name: _____ UIN: _____
Last First Middle

Telephone: _____ Email: _____

Mailing Address: _____
Street Address City State Zip

3. Term of Appeal: Academic Year: Term: Spring Summer Fall

4. Courses you wish to appeal:

<u>COURSE</u>	<u>CRN</u>	<u>COURSE</u>	<u>CRN</u>

5. Criteria upon which you wish to appeal:

- Extended periods of physical or mental illness of self or immediate family
- member Death of immediate family member
- Involuntary changes in employment schedule or military
- deployment Error in academic advising
- Institutional errors/delay in processes
- Statement from the VP for Student Affairs, or designee, authorizing withdrawal
- Other – explain below

6. Please provide details of the circumstances for your appeal below (*attach additional pages as required*):

I acknowledge that the information provided in my appeal is in accordance with the University's Standards of Student Conduct and understand processing time on all appeals is three-to-five weeks. Processing for adjustments requires an additional three-to-5 weeks.

Signature

Date

NOTE: ALL SUPPORTING DOCUMENTATION ATTACHED MUST BE ON OFFICIAL LETTERHEAD
DO NOT INCLUDE MEDICAL RECORDS!