

PROCEDURES TO FILE AN APPEAL FOR REFUND OF FEES

Rev..11/10.

Purpose: Students who withdraw from one or more courses, due to circumstances outside of their control, may submit the appeal application to request a refund of fees. “Extenuating circumstances” must be beyond the student’s control, and an “undue hardship” must be a condition far more serious than simple inconvenience.

This application, along with all required documentation, may be submitted to the Account Maintenance Center, 1910 University Dr, Boise, ID 83725-1246, Room 101 in the Administration Building.

Financial aid recipients should be aware that cancellation of courses may have financial aid impacts. You may be required to repay all, or a portion of, any financial aid awarded to you. Students receiving any type of financial aid are advised to read the financial aid handbook located at <http://financialaid.boisestate.edu/AidHandbook.shtml> prior to consulting with the Financial Aid office, dropping classes or filing for an appeal.

Guidelines:

- Student must provide a detailed explanation of the circumstances that made it necessary to withdraw from course(s). The explanation should explain why an exception to the published policy is justified.
- Student must provide appropriate supporting documentation (outlined below).
- The student must have officially withdrawn from classes to file an appeal.
- Appeal requests must be submitted by the student. Appeals submitted by a parent or legal guardian on behalf of the student, will be accepted only in circumstances where the student may be mentally or physically incapable of personally submitting an appeal.
- All communication made by our office regarding the appeal will be sent via mail to the mailing address in the student system. Please ensure that all addresses and phone numbers on file with the University are kept current. Should you have any questions regarding this process you may contact the Account Maintenance Center at 208-426-2134 or SFINFO@boisestate.edu.
- *If this appeal is for a waiver of fees instead of a refund, a detailed explanation of why fees were not paid when due must be included.*

Documentation Requirements: Accompanying documentation must be official, and legible. Your appeal cannot be reviewed until it is complete and the required documentation has been received.

- **Appeal for Medical Reasons:**
Letters from physicians must be on office letterhead stating dates the student was under their care and specifically stating that the student was unable to attend/participate in the course(s) being appealed. Due to the sensitive nature of medical circumstances it is not required that any detailed information regarding the condition/illness that may have lead to the need to withdraw be provided. Office notes,

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notes on prescription paper, or office receipts will not be accepted as appropriate documentation. Documentation from an insurance company will not be accepted as appropriate documentation.

- **Appeal for Reasons of Death of family or close friend:**

Newspaper obituary or notice, funeral program/card or Death Certificate will be accepted as documentation.

- **Appeal for Family Related Reasons:**

Taking care of ill or disabled family member – must provide documentation of illness, and need for continuing care.

- **Appeal for Work-Related Reasons:**

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 the change in regular schedule and the reason for the change in employment schedule/location.

Burden of proof:

The burden of proof shall be upon the student. The student must prove his or her case by a preponderance of evidence in the written appeal and accompanying documentation.

Name: _____ Term: _____

Student ID#: _____ Student Email: _____

Mailing Address: _____

City, State, Zip: _____ Student Phone Number: _____

A signed application shall act as a student's release of information and consent to review academic, financial aid, registration, medical documentation and other records that are related to the appeal.

Student Signature

Date

Falsifying information on this appeal will result in immediate denial and may be grounds for sanctions as outlined under the student code of conduct.