

## **Application for Student Business Services Appeal**

In order for appeals to be considered in a timely manner, students must read the guidelines below in their entirety and follow them explicitly. Appeals must be accompanied by written documentation supporting the extraordinary circumstance that the student feels merits an appeal. Appeals not submitted on the Appeals Form and/or that do not include documentation to support the appeal will be rejected until required documentation is received by the Panel.

General:

The Business Services Appeals Panel (Panel) will consider appeals involving issues related to the application of University student fiscal policy.

Appeals need to be submitted within one semester of the end of the semester in which the charge was assessed.

The decision of the Business Services Appeals Panel is final and is not subject to further appeal.

Circumstances not subject to appeal:

- Fiscal policy that is prescribed by state and/or Federal law is not subject to appeal.
- Students are responsible for decisions they make pertaining to their registration for classes at the University. Tuition Fee Appeals will not be considered that arise from a student's error on registration or situations resulting from a deliberate decision or series of decisions by the student.
  - Example 1: A student decides to take 18 hours, but later decides that the work load is too great and decides to drop the course.
  - Example 2: A student registers for a course without having completed the specified prerequisite class for the course. The student finds that he or she does not have the necessary background for the course and drops it after the refund period.
- Students are responsible for confirming prior to the first day of classes that their registration is complete and accurate. Financial implications resulting from a failure to do so does not constitute grounds for an appeal.
- Unless there is documented evidence of extraordinary circumstances beyond the student's control, failure of the student to notify the University of a decision not to attend classes is not grounds for appeal of tuition and fee charges.
- Lack of attendance in a course(s) is not grounds for an appeal of charges assessed for the course.
- Students who decide not to attend classes during a semester in which financial assistance is awarded or received through financial aid or through a non-University sponsor are responsible for notifying the University of their decision. Students must notify the Business Office prior to the first day of classes using their TAMUK email account or by mail. Failure to notify the Business Office will result in an obligation to pay all or a portion of tuition and fees that is not subject to appeal.

- Certain types of fines and charges may be handled by other appeals panels and those will not be considered by the Business Services Appeals Panel. An example of charges not considered by the Business Services Appeals Panel are fines and penalties for parking violations, which are considered by another panel created for that purpose.

NOTE: Decisions resulting from the student fiscal appeals process do not impact petitions to have grades or academic records changed. See your Academic Advising Office for more information on appeal of academic records.

**Process for Filing an Appeal**

**STUDENTS BEGIN THE APPEAL PROCESS BY CONTACTING THE DEPARTMENT RESPONSIBLE FOR THE CHARGE AS INDICATED IN THE CHART BELOW:**

<b>BUSINESS SERVICES: NATURE OF CHARGE</b>	<b>INITIATE IN:</b>
Tuition and fee charges	Business Office College Hall Room 102
Charges and refunds	Business Office College Hall Room 102
Emergency Loan charges	Business Office College Hall Room 107
All other financial appeals not listed.	Business Office College Hall Room 102  NOTE: Business Office will act as a clearing house for miscellaneous fiscal issues. The matter may be addressed by the Business Office or they may be referred to the appropriate office or department.

<b>Non-Business Office Appeal Information</b>	<b>Point of Contact:</b>
Financial aid awards	Office of Financial Aid Memorial Student Union Building
Penalty for excess hours-Graduate	College of Graduate Studies Gross Industry and Technology Building Room 115A
Penalty for excess hours-Undergraduate	Registrar's Office College Hall Room 150
Penalty for repeating a course three or more times.	Registrar's Office College Hall Room 150
Charges for lost books or library fines, damage, breakage, parking fines, lost equipment, materials, medicine or medical supplies, or other services.	The department placing the charge or hold on the student's account.
Withdrawal from the University- Resulting from Extenuating Circumstances	Registrar's Office College Hall Room 150
\$1,000 Rebate Eligibility	Dean of your College if your application was denied.  Business Office if you received less than the full \$1,000.  College Hall Room 102
Demand for Return of Financial Aid	Office of Financial Aid Memorial Student Union Building
Graduate assistantship non-resident tuition waiver.	Registrar's Office College Hall Room 150

If the matter is not resolved after discussion with the assigned office or department and the student believes there are extenuating circumstances that warrant an appeal, the student may file a written appeal to the Business Services Appeals Panel. Once the student advises the respective office or department that he or she wishes to pursue an appeal of the decision, the office or department will provide the student with a written explanation of their decision including the basis for it. The written explanation must accompany any appeal filed by the student.

## **Filing an Appeal**

### Time Limit:

- Any fiscal appeal must be filed within one semester (long term) after the action being appealed was made and must be filed at least five working days before the scheduled date of the Panel's deliberation. Appeals not received before the deadline will be considered at the next meeting of the Appeals Panel.

### Before filing an appeal:

- Prior to the time the request for an appeal is made, the student must have met with the designated appeals officer of the appropriate office or department as indicated in the guidelines and table above.

### Permission to access records:

- The act of filing an appeal is construed as authorizing all Panel members to have full access to all records, including academic, civil and medical records that may have a bearing on deliberations.

### Burden of proof:

- The burden of proof shall be upon the student to prove his or her case by a preponderance of evidence in the written appeal.
  - Appeals must be accompanied by all evidence and supporting documents that will be considered at the Appeals Panel meeting, including a written statement from the responsible department as described above.
    - Illness-based fee appeals - must include an official medical certificate, complete with dates of illness, date examined by a physician, nature of illness and expected date of convalescence, if appropriate.
    - Bereavement/death based student fiscal appeals must include a death certificate or documentation from the funeral home.

Accompanying documentation must be an official, original document and include a contact phone number. **YOUR APPEAL CANNOT BE ADDRESSED UNTIL RECEIPT OF REQUIRED DOCUMENTATION.**

Appeals for which documentation has not been received within sixty (60) days of submission will be considered void and if the student wishes to pursue an appeal, they will be required to resubmit the appeal request form with all relevant documentation. Incomplete forms and/or forms submitted without documentation of circumstances will not be reviewed by the Panel. Any voided appeals must be resubmitted within the one semester time limit established above.

**Students will receive an email message that their appeal form has been received.**

Notification of decision:

- The student and the relevant University offices and departments will be informed via formal letter of the Appeals Panel's decision.

### **Business Services Appeals Panel Meetings**

The Panel will convene at least once each month unless no applications for appeal have been filed since the previous meeting. To assure proper action, students are urged to initiate the appeals process immediately after the discussion with the appropriate office has occurred. Tuition and fee charges must be paid by respective due dates, regardless of appeals. If the student's appeal is granted, a refund will be provided.

Appeals submitted during summer sessions will be addressed as soon as reasonable on an ad hoc basis.

**NOTE:** By accessing this link to the [Business Services Appeal Form](#), and filling out and submitting the form, I certify that I have read the guidelines for filing a student fiscal appeal, that the information I have provided in this appeal is true and accurate, and that I hereby authorize the Business Services Appeals Panel to seek additional verification or information as needed.