

MISSOURI STATE UNIVERSITY™
 OFFICE OF THE REGISTRAR
 320 Carrington Hall
 901 S. National, Springfield, MO 65897
 Phone: (417) 836-5520 Fax: (417) 836-8776

REFUND/CREDIT EXCEPTION APPEAL FORM

Exceptions to the University's fee refund policy are generally granted only when deadlines are missed due to documented exceptional circumstances that were beyond the control of the student (e.g. medical, death in the family etc.) or when a documented University error has occurred. Appeals must be submitted in writing to the Office of Registrar, 320 Carrington Hall, within six months of the semester which is being appealed, and must be accompanied by appropriate supporting documentation.

Student Name _____
Last First MI

BearPass Number _____ Phone: (____) _____
 (Student ID)

Address: _____
Street City State Zip

Semester/Year being appealed: _____

Please provide on a separate sheet of paper a detailed explanation of why you feel an exception should be granted. Attach documentation of the circumstances to this form and mail, fax, or bring to address listed above. A response to this request will be sent by mail.

Signature _____ Date _____

For Office Use Only

<input type="checkbox"/> Refund/Credit granted Percent to be credited _____ Amount to be credited _____ Processed by _____ Date _____	<input type="checkbox"/> Refund/Credit denied Processed by _____ Date _____ <hr style="border: 1px solid black;"/> Letter Sent _____
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Comment to student regarding Refund Appeal decision (For Office Use Only):

Exceptions to the Withdrawal and Change of Schedule Refund Policy

- The Refund Exception Committee, consisting of representatives from MSU faculty and staff, is charged with considering and approving exceptions to the published withdrawal and change of schedule refund policy. The Committee will meet monthly to review appeals received in the month prior.
- Any change in assessment can be adjusted or pro-rated only to a rate already established in the published university tuition and required fees schedule. Approved appeals are prorated based on the documented date of the extenuating circumstance and the refund percentage in place during the documented time.
- Only tuition related to a student's assessment for registration in credit hours are covered by these guidelines. Other required fees such as those for residence halls, the bookstore, supplemental section or course fees, etc. need to be directed to departments responsible for assessment of those required fees.
- Exceptions to the withdrawal and change of schedule refund policy are generally granted only when the deadline is missed by a few days due to **documented exceptional circumstances that were beyond the control of the student** (e.g. medical emergency or death in the immediate family) or when a documented University error has occurred. Exceptions to the established university policy are not made lightly and will be considered only for unique and difficult circumstances experienced by the student.
- A successful grade appeal is not a guarantee or indicator that a refund appeal will be approved.
- Appeals based on dissatisfaction with a course or instructor are not granted solely based on student appeal. Students are advised to follow the academic chain of command by first directing their concerns to the Department Head.
- Students will be notified via postal mail as to the results of their appeal.

Student Appeal Guidelines

- Appeals must be submitted in writing to the Office of Registrar, 320 Carrington Hall, and must be accompanied by appropriate supporting documentation. A Refund Exception Form is available in PDF format. Appeals must meet one or more of the following criteria to be considered and approved:
 - Written documentation of an illness, accident, injury or situation that could not be influenced, planned for, or prevented by the student or the institution and which subsequently caused a change in the student's enrollment, thus changing the assessment.
 - Written documentation of substantiated circumstances involving deadlines where a student has in good faith relied on information provided by a named University official, or the official's interpretation of the text of a University document or publication, and was consequently misled or mistaken about its terms.
 - In individual cases and when it is in the best interest of the student and the institution, the Refund Exception Committee may grant an exception that is not deemed to be served appropriately by the exception criteria stated elsewhere in this document.
- Appeals must be received within six months of the end of the semester that is being appealed. The following dates will apply: Appeals for a fall semester must be received on or before June 30 of the following year; appeals for a spring semester must be received on or before November 30 of the same year; appeals for a summer semester must be received on or before February 28 of the following year.
- Class(es) must have been dropped/withdrawn from in order to be considered for a refund. If a grade was received (including a failing grade or incomplete grade) a refund appeal cannot be considered.