



## 36.005: Tuition Appeal Policy

**Responsible Executive:** Vice President of Academic Affairs  
**Responsible Office:** Office of the Registrar  
**Related Policy:**  
**Approved-On Date:** Prior to 1998  
**Effective Date:**  
**Revision Date:**

### Policy Statement

Norfolk State 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. Appeals that do not represent a sound basis for reimbursement will be denied.

### Purpose

This policy establishes guidelines a student must follow in order to have his/her tuition appeal reviewed.

### Procedures

- I. General Information**
  - A. Appeals are reviewed on a daily basis.
  - B. The Registrar's Office approves routine appeals that meet the established criteria and provide guidance on how an appeal might be considered under the policy.
  - C. Appeals that fall distinctly outside the existing criteria are referred to the Tuition Appeal Review Committee for review.
  - D. Committee members rule independently on each appeal.
  - E. Appeals are approved when a majority of the committee members decide in favor of the request.
  - F. Extenuating circumstances resulting in severe financial consequences for the student will be referred to the Appeal Committee after evaluation by the supervisor.
  - G. Committee decisions are final.
  - H. Appeal requests must be submitted to the Office of the Registrar no later than the final day for each semester for which the appeal is requested.
  - I. Summer semester appeals must be filed by the final day of class for that semester.
  - J. Failure to respond to requests for documentation within 30 days will result in an automatic denial of appeal.
  
- II. Supporting documentation needed for the following:**
  - A. Extended periods of physical or mental illness (including hospitalization) during the refund period, documented by a physician's statement or other medical support.
  - B. Extended periods of physical or mental illness (including hospitalization) of the student's immediate family who is dependent upon the student, documented by a physician's statement or other medical support.
  - C. Death of a student's immediate family member with certification.
  - D. Job transfer outside Hampton Roads, documented by employer.
  - E. Involuntary changes in employment schedule or military deployment documented by employer or commanding officer.

- F. Error in academic advising resulting in inappropriate course enrollment, substantiated by advisor or other appropriate University personnel (with supervisor's approval).
- G. Transfer credit assignment errors resulting in course duplication substantiated by University personnel (with supervisor approval).
- H. Late notification of denial to a specific degree program with supporting documents (with supervisor approval).
- I. Institutional errors in the delay of administrative processes relative to registration, change in domicile status or the delivery of financial aid funds (with supervisor approval).
- J. Statement from the Student Affairs Office authorizing withdrawal for medical reasons.
- K. Administrative difficulties with internships, placements or practicums involving the single enrollment of a student with supporting material from placement official (with supervisor approval).

**III. Tuition appeals will not be approved in the following instances:**

- A. Student errors in judgment or irresponsibility involving transportation, availability of finances, academic ability, time management.
- B. Misinterpretation of University policies and procedures as published in the University Catalog, Schedule of Classes and Student Handbook.
- C. Lack of knowledge of University policies and procedures as published in the University Catalog, Schedule of Classes and Student Handbook.
- D. Dissatisfaction with course content or delivery of instruction.
- E. Dissatisfaction with academic progress in course.
- F. Request for reimbursement of non-refundable fee
- G. Non-attendance or minimal attendance of class.
- H. Inadequate investigation of course requirements prior to registration and attendance.
- I. Non-qualification, late application, or loss of eligibility of financial aid or scholarships.
- J. Request to defer tuition payment to next semester charges.
- K. Non-receipt of mail due to obsolete address on file with the Offices of the Registrar and Financial Aid.
- L. Notification of domicile status after the refund period.
- M. Change of or personal conflicts with, the instructor of record.
- N. Student errors resulting in the delay of administrative processes relative to registration or the delivery of financial aid funds.
- O. Voluntary acceptance of employment or other activity impacting ability to attend classes.