Student Financial Appeals Guidelines and Process – Updated 7/2024

1. **TIMING** - Financial appeals requests must be made within 9 *weeks* (*45 business days)* of the last class day of the semester for which the student is appealing, including mini semesters. Please reach out to the Registrar to receive an official Financial Appeals form via email at **Registrar@UHCL.edu**.

2. **SCOPE** – Financial appeals are limited to matters concerning student accounts with the University and do not address grading, complaints against faculty, academic suspension or reinstatement, student housing or meal plan appeals, or graduation issues. Those issues should be directed as follows:

Issue	Department	Contact
Grades	College Associate Dean	College Associate Dean
Faculty	College Associate Dean	College Associate Dean
Academic suspension	College Associate Dean	College Associate Dean
Academic reinstatement	College Associate Dean	College Associate Dean
Housing appeals	Student Housing and Residential Life	Housing@uhcl.edu
Meal plan appeals		Foodservicefeedback@uhcl.edu
Graduation issues	Registrar's Office	Graduation@uhcl.edu

3. **SUPPORTING DOCUMENTATION** – After receiving and completing the form please forward it to the UHCL Registrar via email: Registrar@UHCL.edu. Please Include all documentation and supporting information relevant to the request.

4. **REVIEW** – Financial appeals will be reviewed when submitted within the 9-week (*45 business days*) time frame, and with supporting documents, on a rolling weekly basis. Should the review committee need additional information, or have additional questions, they will reach out to the student via the student's UHCL email address within 10 business days.

5. **REFUND DEADLINES** – Tuition and fee refund deadlines are set by Texas law: Chapter 54, Subchapter A, Section 54.006. Students may not receive a refund for courses they have *dropped or withdrawn* from after these dates, unless:

a. **Medical exception** – A medical condition made it *impossible* for a student to drop or withdraw from the university course by the deadline;

b. **Misinformation** – UHCL faculty or staff *acknowledge* that they provided incorrect information or advisement;

c. **Error** – UHCL calendar, syllabus, or departmental communication, or similar publication contained an erroneous deadline;

d. **Military Service** – The student is called to active duty or is performing required military obligation and cannot withdraw timely. The student must present active duty orders to the Veteran's Services Office [VSO] for pre-approval before submitting the appeal request.

e. **Significant family event** – The student has a *death or major disturbance* in the immediate family or household;

f. **Natural disaster** – A natural disaster has occurred that prevents the student from completing, dropping or withdrawing from the course(s);

g. **Change in work schedule** – A change is work days or hours prevents the student from completing course(s) as initially planned.

6. **REFUND DEADLINE EXCEPTIONS** – If a student requests a refund based on a *medical condition that occurs or extends beyond the deadline* then their request will be reviewed and evaluated based on the facts at issue, on a case-by-case basis.

7. **DOCUMENTATION EXAMPLES** – a. Medical reports from healthcare provider such as office visit, emergency room, urgent care notes that address the specific illness and timing of illness and service provision;

b. Death certificate; legal papers related to divorce or adoption or custody hearings;

c. University publication containing error;

d. Email, memo, letter acknowledging incorrect advisement;

e. Military deployment papers; military orders;

f. Memoranda or letters from employers describing schedule changes for the student-employee;

g. Other relevant documents, including dates, times and contact names for telephone conversations with advisors, faculty and/or UHCL staff. Email documentation is preferred.

8. **PROCESS –**

a. If the appeal is due to military service then the student must obtain pre-approval from the VSO at vso@uhcl.edu before submitting their request to the Registrar;

b. Student requests a Financial Appeals form from the Registrar, and completes it. They return the forms with supporting documentation to the Registrar via email;

c. Student Appeals Committee (SAC) reviews submissions, usually weekly;

d. SAC may decide the matter within the week (if submitted by Wednesday), or request additional information from the student;

e. If the appeal is approved the Registrar will adjust the student's academic record as appropriate. Student Business Services will process the corresponding refund on the next business day. It may take several business days for the student to see the refund amount in their selected refund preference with BankMobile Disbursements, a technology solution, powered by BMTX, Inc., or on their credit card.

f. If the refund is not granted because of request timing or lack of support documentation the student may request a second appeal by SAC within 3 weeks (15 business days) of the denial if they have *additional support documentation* to offer. They should clearly identify the new information and why it supports their request. Request for a financial appeal is limited to two submissions: the original request, and if necessary, a subsequent one with new information that would support a decision.

g. The decision of the SAC is final

9.**REFUND PAYMENT** – If the student has an outstanding balance for that semester, then the payment will be applied as follows**:**

a. To UHCL for the outstanding balance

b. Then remainder, if any, to the student via BankMobile Disbursements, a technology solution, powered by BMTX, Inc. or by credit card if the original payment was made by credit card.

10. **RECORD RETENTION** – SAC maintains a history of requested appeals and results. The registrar maintains the corresponding support documentation in compliance with Texas document retention policies.

11.**UPDATES** – These guidelines, processes and policies will be reviewed, and may be revised, if necessary, annually by SAC.