



Procedures for Requesting a Refund of Tuition and/or Fees Outside the Refund Period

These procedures identify the process students and the University must follow regarding requests for a full or partial refund of tuition and/or fees outside the refund period.

A. Submitting a Request

1. All students requesting a refund outside the refund period must submit a written petition to their Academic Advisor.
2. Petitions must include, at minimum, the following elements:
 - a. Name and AU ID number;
 - b. Current academic standing, including any disciplinary or other action (e.g., probation, suspension, dismissal, etc.) taken by the University based on a policy violation, including the Student Conduct Code and/or Academic Integrity Code;
 - c. Dates of attendance for the course(s) or semester(s) for which they seek a refund;
 - d. Explanation as to why the student did not (or could not) withdraw from the course(s) or semester(s) during the time frame that allows for a refund under the regular policy;
 - e. Affirmative statement as to whether the student does or does not possess tuition insurance;
 - f. Explanation as to why the University should grant a refund outside the refund period and as an exception to its standard refund policy, including relevant detail regarding the exceptional circumstances or procedural error that impacted the student's ability to withdraw during the refund period; and
 - g. Any other information the student believes relevant to the University's decision-making.
3. Petitions that do not contain the above-referenced elements shall be denied without further review. Petitions based on medical situations shall include medical documentation provided to the Office of the Dean of Students. The Office of the Dean of Students will confirm with the Academic Advisor receipt and support of the petition.
4. The advisor forwards the petition and their recommendation to the Associate Dean of the student's home school.

B. Review and Recommendation of the Associate Dean

1. The Associate Dean of the student's home school reviews the petition and applies a preponderance of the evidence standard (i.e., more likely than not), to determine whether the exceptional circumstances or procedural error justify recommending a refund outside the refund period.

The Associate Dean may request additional information from the student or another department that they need to arrive at a decision.

2. The Associate Dean then sends the petition (and any supporting documentation) and their recommendation to the Dean of Undergraduate Education or the Dean of Graduate Studies, as appropriate.

C. Final Determination by VPAC

1. The Dean of Undergraduate Education or Dean of Graduate Studies forwards the petition and Associate Dean's recommendation to VPAC.
2. VPAC reviews the petition and Associate Dean's recommendation. It then applies a preponderance of the evidence standard (i.e., more likely than not), to determine whether the exceptional circumstances or procedural error justify approving a refund outside the refund period.
3. VPAC may approve or deny the petition and attempts to do so within 30 days of receipt from the Dean. It may also request more information from the student or another department that it needs to arrive at a decision.
4. VPAC's decision whether to grant or deny the petition is final.
5. VPAC shall send its final decision to the student, with a copy to the Associate Dean, Office of the University Registrar, Office of Financial Aid, and Office of Student Accounts.