



Policy: Tuition Dispute (Appeal)

All students are subject to St. Norbert College's published student tuition and fee and withdrawal policies as well as applicable due dates. Exceptions to SNC's published policies may be considered for students in extenuating circumstances, such as College error, unexpected medical condition, or personal or family emergency. Other extenuating circumstances may be considered on a case-by-case basis. Refunds for military deployments shall follow College policy.

Which items are eligible for dispute?

Billed tuition for the course(s) in question are eligible for dispute.

Fees, fines, interest, and room and board are not eligible for dispute under this policy.

Who is eligible to appeal?

A student must have dropped or have withdrawn from the course(s) in question before a Tuition Appeal may be completed. The student must initiate the appeal by completing the Tuition Appeal form, along with any required documentation, and submit to Student Account Services (TWH M22). The form cannot be completed by a parent/guardian (except under circumstances which prevent the student from doing so) or a college employee.

What documentation must be completed to initiate an appeal?

A student must complete a Tuition Appeal Form and submit required documentation per below:

Extenuating Circumstance	Required Documentation
College error, such as billing error.	Letter on College letterhead from college official
Unexpected medical condition, in which reasonable accommodations could not be offered	Letter on letterhead from physician (no medical records)
Personal or family emergency	Letter on letterhead from physician (no medical records) in cases of family medical emergency
Other extenuating circumstance	To be reviewed on a case-by-case basis

What circumstances do not qualify for an appeal?

Such circumstances include, but are not limited to:

- Misinterpretation or lack of knowledge of college policies
- Dissatisfaction with course, curriculum, faculty, or academic progress

- Change in course modality
- Withdrawal from course due to low grades
- Challenges with time management
- Insufficient financial aid or availability of finances

Students petitioning for an advising error will be routed to Academic Advising for review. Students are further ineligible for an appeal who are experiencing disciplinary proceedings or are suspended or expelled from SNC. Students whose accounts are in collections are also ineligible.

Timeframe for requesting an appeal

Appeal requests must be received within 90 days following the end of the published last day of the academic term which is being disputed; otherwise, all rights to dispute are waived.

Who will determine whether an appeal is granted (all or in part) or denied?

A cross-functional Tuition and Fee Appeals Committee shall review all requests within one week of receipt. The Committee shall consist of individuals from the following areas: Student Account Services, Registrar, Director of Financial Aid, AVP of Financial Services, and Student Affairs. All decisions of the Committee are final.

Finance Charges and Financial Holds

Submitting a request for a tuition appeal does not exempt the student from applicable late/finance charges or financial holds.

Financial Aid

Approvals of the tuition appeal may impact students receiving various types of financial aid. It is recommended that students filing an appeal consult with Financial Aid as well.

Questions?

Please contact Student Account Services at studentaccounts@snc.edu with any questions related to this policy.

Procedure

Students seeking an appeal of tuition must submit a Tuition Appeal form, along with any required documentation, within 90 days of the term following the dispute to Student Account Services. The Appeals Committee may request additional documentation if the appeal is unclear. Incomplete requests may be denied.

The Appeals Committee will review appeals received to vote on an outcome. The Appeals Committee may approve all or a portion of the appeal or deny the appeal. Student Account Services will notify the student of the Committee's decision. All Appeals Committee decisions are final.

All appeals and related communications will be confidential, with exceptions to those individuals with a "need to know".