Request for Refund / Academic Record Adjustment

Policies and Student Agreement

Part 1 Proof of Extenuating Circumstances

- Requests for refund and/or academic record adjustments are approved only upon demonstration of extenuating circumstances that are beyond the student's control. Circumstances considered "extenuating" are defined in **Table 1** below along with the minimum documentation required to support a claim. Documentation of all circumstances is required.

Table 1

Extenuating Circumstance	Minimum Documentation Required
Incapacitating illness or medical procedure of a student or a student's *immediate family member which prevented the student from attending or participating in class(es) for a minimum period of: ▪ Two weeks of a 14 to 16 week course (normal semester) ▪ One week of a course less than 14 weeks (shorter semester)	Signed letter (on letterhead) from a medical doctor, nurse practitioner, or physician's assistant. The medical professional must indicate that the illness/procedure was incapacitating for at least two weeks and made successful completion of the course(s) impossible.
Death of an *immediate family member	Obituary, funeral services program, or death certificate.
Change in work schedule as required by employer	Signed letter from employer indicating a required change in work schedule that directly conflicts with the student's course schedule.
Judicial obligations	Court order indicating obligations which will prevent course participation for a minimum period of two weeks (jury duty notice, etc.).
Active military duty	Official notice of military requirements, or letter (on letter head) from a military official, clearly outlining the dates of required service.
Other circumstances deemed extenuating by the registrar or his/her designate(s)	Student must provide documents to support the claim. Additional documentation may be required and requested of you.

**Immediate family member is defined as spouse or fiancé, parent/step parent, sibling/step sibling, child/step child, mother or father-in-law, or legal guardian/primary care taker.*

- If appropriate documentation is not provided or additional documentation is required, it will be requested of the student via email. The student will have five (5) business days to provide that which is requested. If after five business days the requested documentation has not been received, the request will automatically be denied and the student will be notified.

Part 2 Costs and Policies

- The cost to request an academic record adjustment is **$20** and is non-refundable regardless of outcome. There is no cost to request a refund.
- All requests must be submitted within two (2) years of the desired adjustment.
- A maximum of two (2) semesters may be adjusted per degree. No adjustments will be made after a degree has been awarded.

Part 3 Student Instructions and Requirement Checklist

The student must:

- ❑ Complete and sign this agreement (Page 1) and the student form (Page 2). Requests will not be processed if either page is incomplete or missing.
- ❑ Attach an appeal (preferably typed) clearly explaining and justifying the request.
- ❑ Ensure all courses for which a refund is being requested have been dropped with a 'W' notation. Courses in-progress, graded (including 'NF' grades), or marked incomplete ('IF') are not eligible for refund. If a refund is being requested for a graded or incomplete course, the student must also request an academic record adjustment to request that the course grade be changed to withdrawal status 'W'. If in this situation the academic record adjustment is denied, the refund will also be denied.
- ❑ Provide an email from each instructor summarizing the student's participation in the course.
- ❑ Attach all supporting documentation. See **Table 1** above for minimum documentation requirements.
- ❑ Pay the $20 fee (if requesting an academic record adjustment).

Please allow up to two (2) weeks for a decision to be made. You will be notified of the decision via email.

Part 4 Student Agreement and Signature (signature required)

- I acknowledge that I have read and understand the requirements for requesting a refund and/or an academic record adjustment.
- I understand that this is a request and does not guarantee approval.
- I understand that if the request is denied, I am allowed one appeal; additional documentation will be required and an in-person hearing could also be mandatory depending on student location.
- I understand that regardless of the outcome of this request, I am responsible for any debt remaining on my student account including adjusted or revoked financial aid and/or collection costs.
- I certify that, to the best of my knowledge, the information provided on this form and within any attachment is correct and free of alteration or falsification.

Student Signature: _____ **Date:** _____

Student Printed Name: _____ **Student ID:** _____

UtahStateUniversity

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Student Form

Part 5 Request Type(s)

Check one or both of the boxes below.

❑ **Refund of Tuition and Fees** (no charge for application)
If the courses for which you are requesting a refund are graded or marked incomplete, a request for academic record adjustment is also required to request that the grades be changed to withdrawal status 'W'.

❑ **Academic Record Adjustment** ($20 charge for application)
Please check the box for what you are specifically requesting:

- ❑ Change course grade(s) to withdrawal status 'W'
- ❑ Add course(s)
- ❑ Change in credit amount for variable credit courses
- ❑ Change course section(s)
- ❑ Other: _____
  _____

Part 6 Student Information

Last Name	First Name	Student ID ('A-Number')

Address (number, street, and apt. or suite no.)

City	State	ZIP Code	Country (if not USA)

Email Address	Telephone Number	Telephone Type
	( ) -	❑ Home ❑ Mobile ❑ Work

Part 7 Course Information (found in your student Access/Banner account)

Semester & Year	CRN (5 digits)	Subject	Course # (4 digits)	Section	Credits	Instructor Name

Student Signature: **Date:**

For Office Use Only

Request for Refund	Request for Academic Record Adjustment
❑ **Approved** for: ❑ 100% Tuition and Fees ❑ Less the cost of instruction for $_____ ❑ Other:	❑ FRPS Charge Posted By: _____ ❑ Fee Paid ❑ **Approved** for the following changes: ❑ Change course grade(s) to withdrawal status 'W' ❑ Add course(s) ❑ Change credit amount ❑ Change course Section ❑ Other:
❑ **Denied**: Reason:	❑ **Denied**: Reason:
Authorized Signature for Approval / Denial:	**Authorized Signature for Approval / Denial**:
Date of Approval / Denial:	**Date of Approval / Denial:**
Refund Processed By:	**Adjustment Processed By:**
Date of Refund:	**Date of Adjustment:**