



**OLD DOMINION UNIVERSITY  
TUITION APPEAL POLICY INFORMATION**

Policy Statement:

Old Dominion 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 on official letterhead. Appeals that do not represent a sound basis for reimbursement will be denied. Students have the responsibility to submit an appeal within one year of the tuition due date. **Late fees and collection fees are not appealable charges.**

Submitting an Appeal:

- Appeals are accepted at: the Customer Relations Center in the downstairs lobby of Rollins Hall, via email, mail, courier, or fax.
- For more information on the Tuition Appeal process, please contact The Office of Finance at (757)683-4983.
- Students must officially withdraw from a course before their appeal will be processed.

Appeal Process:

- Appeals are reviewed on a continuous basis. Depending upon the complexity of the appeal and receipt of all supporting documentation, the processing time may vary from two to four weeks.
- Finance staff members approve routine appeals that meet the established criteria and provide guidance on how an appeal might be considered under the policy.
- Appeals that fall distinctly outside the existing criteria are referred to the Tuition Appeal Review Committee for review. This committee is comprised of representatives from the Office of Finance, Student Outreach & Support Services, and Academic Affairs.
- Committee members independently rule on each appeal.
- Appeals are approved when a majority of the committee decide in favor of a request.
- Committee decisions are final.

<u>Tuition Appeals will generally be approved for the following reasons as long as the appropriate supporting documentation on official letterhead is provided:</u>	<u>Tuition appeals will generally not be approved in the following instances:</u>
Extended periods of physical or mental illness of the student (including hospitalization) – documented by a physician's statement or other medical support on official letterhead – <i>NO medical records!</i>	Non-qualification, late application, or loss of eligibility for financial aid or scholarships.
Extended periods of physical or mental illness of the student's immediate family member (including hospitalization) who is dependent upon the student for support – documented by physician's statement or other medical support on official letterhead - <i>NO medical records!</i>	Personal errors in judgement or irresponsibility involving transportation, availability of finances, academic ability, time management. Misinterpretation of University policies and procedures as published in the University Catalog and Guide to Enrollment.
Death of a student's immediate family member. "Immediate Family" is defined as parent, spouse, children, sibling, (either blood or by marriage), legal guardian – documented by a copy of the death certificate.	Lack of knowledge of University policies and procedures as published in the University Catalog and other applicable University publications. Dissatisfaction with course content or delivery of instruction.
Mandatory job transfers – documented by employer on official letterhead.	Dissatisfaction with academic progress in course. Appeals of non-refundable fees.
Changes in employment schedule or military deployment – documented by employer or commanding officer on official letterhead.	Non-attendance or minimal attendance of class.
Error in academic advising resulting in inappropriate course enrollment – substantiated by advisor or other appropriate University personnel on official letterhead.	Inadequate investigation of course requirements prior to registration and attendance. Requests to defer tuition payment to next semester charges.
Transfer credit assignment errors resulting in course duplication – substantiated by University personnel on official letterhead.	Non-receipt of mail due to obsolete addresses on file with the Office of the University Registrar. Failure to activate or maintain your official ODU.EDU email account (e-billing).
Late notification of denial to a specific degree program – with supporting documents on official letterhead.	Changes of, or personal conflicts with, the instructor of record.
Institutional errors/delay in processes – documented on official letterhead.	Student errors resulting in the delay of administrative processes relative to registration or the delivery of financial aid funds.
Statement from the Vice President of Student Affairs Office, or designee, authorizing withdrawal for medical reasons.	Voluntary participation in employment or other activity impacting ability to attend class.
Administrative difficulties with internships, placements, or practicums involving the single enrollment of a student – with supporting material from placement official on official letterhead.	Notification of domicile status after the refund period.
Involuntary Loss of Employment.	