

Policy on Appeals for Refund of tuition charges

Effective Winter Term 2018

This policy pertains only to a course or courses from which a student withdrew and appeal is being made for a refund beyond the established university refund policy. The refund policy can be found at <http://www.nl.edu/financialaid/studentaccounts/withdrawalrefundpolicy/>.

Note that all appeals where a grade (A, B, C, D, F, N) has already been submitted must go through the academic appeals policy found at <http://www.nl.edu/studentervices/studentguidebook/>.

Appeals Process:

Students may submit an appeal for a refund beyond the university refund policy by submitting a request in writing. The appeal must be submitted within 90 days of the withdrawal date noted in the Student Information System (Banner). Appeals for charges for withdrawals of courses older than 90 days cannot be considered and all charges apply.

Appeals should be submitted in writing or via email to the Director of Advising.

The Refund Appeal Committee will meet monthly during the final week of the month. All appeals must be received at least 24 hours in advance of the meeting in order to be considered.

Appeals are limited to exceptions to the refund policy based on a factor related to National Louis University. Appeals may be submitted for extenuating circumstances. In cases where the appeal is based on extenuating circumstances, documentation must be included with the request for appeal.

The Refund Appeal Committee will notify the student via their NLU and personal email address of the outcome within one business day of the meeting. Students dissatisfied with the decision may appeal by submitting their request in writing, within 60 days after the appeal committee decision, to the Vice Provost of Advising and University Registrar.



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Course Withdrawal Appeal Form Academic Advising Center- National Louis University

This form must be submitted for any student appeal of a refund of charges for course withdrawals only. Forms must be completed in their entirety with attached documentation, when appropriate, for consideration within **90 days** of the withdrawal date and no exceptions will be made.

Appeals should be submitted to Courtney Bondi, Director of Advising. You may submit the form at any NLU campus, by email to Courtney.Bondi@nl.edu (must come from your NLU email address) or by fax to 630-874-4031.

Name: _____ NLU ID: _____

Term of course(s): _____ **(must be within 90 days of withdrawal date)**

Course(s) for which you are appealing:

List the specific last date of attendance (or participation for an online course) in the course(s):

List any assignments or course activities that you completed:

Please describe your request (financial, academic) and reasons for this appeal in detail. For an appeal to be considered, the student must have extenuating circumstances beyond their control. You may attach a typed request if you choose. Documentation of your extenuating circumstance must be submitted with this form for consideration:

Signature: _____ Date: _____