

TUITION & FEES REFUND APPEALS COMMITTEE

Purpose:

Reviews all appeals to the Tuition and Fees Refund Policy and determine if the evidence submitted has met the criteria required to warrant an adjustment under the NKU Tuition Exception Policy

Charge:

- Review all appeals to the Tuition and Fees Refund Policy and determine if the evidence submitted has met the criteria required to warrant an adjustment under the NKU Tuition Exception Policy

Membership:

The Committee is comprised of eleven (11) members as follows:

- Director of the Office of Student Account Services (Co-Chair, with voting privileges)
- Vice Provost for Undergraduate Academic Affairs (Co-Chair, with voting privileges)
- One (1) staff representative from the Office of Student Account Services appointed by the director
- Two (2) faculty representative from the Academic Associate/Assistant Dean Council appointed by the vice provost
- One (1) faculty/Nurse-Medical advisor from the College of Health Professions appointed by the dean
- One (1) student representative appointed by the President of the Student Government Association
- University Registrar or designee
- Dean of Students or designee
- Director of Admissions or designee
- Director of Student Financial Assistance or designee

Membership Appointment: Vice Provost of Undergraduate of Academic Affairs appoint for Academic side positions, including SGA position, Director of Student Account Services will appoint from the Administrative side positions.

Membership Terms:

- The Committee is co-chaired by the Vice Provost for Undergraduate Academic Affairs and the Director of Student Account Services, who serve by virtue of their position (ex officio).
- All other Committee members serve indefinitely as schedules permit.

- As Committee members resign their positions on the Committee, they are quickly filled with another member from the specific area of required representation.

Frequency of Meetings: Bi-weekly

Expected Lifespan: Ongoing

Reporting Requirements:

- Written notification from the Vice Provost of Undergraduate Academic Affairs of the Committee's decision shall be sent in writing to the student within 30 calendar days.
- The results of the decision(s) for each appeal reviewed is posted on the student account (in the notes section of SAP) as well as copies of result letters mailed to each student placed into Image Now for future reference.
- All decisions by this Committee are final and not re-appealable.
- All Committee records shall be maintained by the Vice Provost for Undergraduate Academic Affairs.

Operating Procedures:

- A Tuition Refund Appeal Form shall be submitted to the NKU Tuition and Fees Refund Appeals Committee, c/o Student Account Services.
- Student Account Services will screen the appeals and forward to the Committee by uploading into Canvas prior to each scheduled meeting.
- The Committee will screen/review the appeals for those that should be accepted in accordance with the Tuition Refund Exception Policy.
- The key focus is for adherence to criteria for exception, timelines, and qualifications.
- The decision burden is shared, and it is thus easier to uphold and maintain equitably throughout the process.
- Legal Counsel has been instrumental in advising and addressing any concerns regarding special circumstances when petitioned for legal impacts.
- This Committee and members have and continue to review numerous appeals at each meeting.
- This Committee's resurrection in 2012 has made the tuition appeal process a more comprehensive, streamlined, structured, and consistent process.

Relationship to Other Committees: N/A

Typical Date of Membership Turnover: Varies

Responsible Offices:

- Vice Provost for Undergraduate Academic Affairs
- Office of Student Account Services

Contact Name & Position: Ande Durojaiye, Vice Provost Undergraduate Academic Affairs and Kim Graboskey, Director Student Account Services

Websites: Detailed Information regarding Tuition Appeals - <https://inside.nku.edu/studentaccountservices/refunds/appeal.html>.

Appeal for Exception to Tuition Refund Form – <https://inside.nku.edu/content/dam/student-account-services/docs/Appeal%20for%20Tuition%20Refund.pdf>.

Medical Documentation Form - <https://inside.nku.edu/content/dam/student-account-services/docs/Medical%20Documentation%20Form.pdf>.

Membership Roster (2019-2020)

NAME	TITLE	DEPARTMENT	COMITTEE AFFILIATION	COMMITTEE ROLE	EMAIL
Leadership					
Abdou Ndoye	Assistant Vice Provost for Assessment	VPUAA	Academic Affairs	Co-Chair	ndoyea2@nku.edu
Kim Graboskey	Director	Office of Student Acct. Services	Administration & Finance	Co-Chair	graboskeyk1@nku.edu
Other Members					
Amy Clark	Director	Health Counseling & Student Wellness	Academic Affairs	Health Counseling & Wellness Representative	clarka17@nku.edu
Jeremy Wilson	Refunding Coord.	Office of Student Acct. Services	Administration and Finance	Student Account Services Representative	wilsonjer@nku.edu
Lewatis McNeal	Dean's Office /faculty	College of Education & Human Services	Academic Affairs	Assoc/Asst Deans Council Representative	mcneall1@nku.edu
Gannon Tagher	Faculty	College of Health & Human Services	Nursing/ Medical advisor	Medical/Nurse Faculty Representative	Tagherc1@nku.edu

Jarrett Lopez	Student	Student Govt. Assoc. (SGA)	Student Affairs	SGA Representative	Lopezj1@mymail.nku.edu
Bob Alston	Assistant Dean of Students	Office Student Conduct, Rights & Advocacy	Student Affairs	Assistant Dean of Students Representative	alstonr1@nku.edu
Shauna Ryan	Specialist	Office of the Registrar	Enrollment Management	Registrar Representative	ryans1@nku.edu
Kimberly Zink	Coordinator	Admissions	Enrollment Management	Director of Admissions Representative	steffenk4@nku.edu
Travis Hall	Team Leader	Student Financial Assistance	Enrollment Management	Student Financial Aid Representative	parsonsp@nku.edu

Backup Designees:

Student Account Services – Jim Woll - wollj1@nku.edu

Admissions - vacant

Financial Aid – Trenee Johnson – johnsont35@nku.edu

Health Counseling and Wellness – vacant

Office of Student Conduct, Rights & Advocacy – vacant

Interim Dir Campus Rec/Founding Tuition Appeal Committee Member-Stephen Meier-meiers@nku.edu

Registrar’s Office - vacant