

Establishment of a Fee Appeals Committee (FAC)

1.0 BACKGROUND

- 1.1 As established by CSUDH policies, a student will receive a refund of mandatory fees, including nonresident tuition, as determined by the date that the student cancels registration or drops all classes within a given term. If the date of cancellation or drop is:
- Prior to the first day of instruction for the term, a full refund is given;
 - The day of or after the start of the term up to the 60% point in the term, a prorated refund is given;
 - After the 60 percent point in the term, no refund is given.
- 1.2 Section 41802 of Title 5, California Code of Regulations has noted specific allowances for approval of refunds outside of the published deadline dates noted above. These exceptions are currently handled in established department policies and would be processed as they become known to the university.
- The tuition and mandatory fees were assessed or collected in error;
 - The course for which the tuition and mandatory fees were assessed or collected was cancelled by the university;
 - The university makes a delayed decision that the student was not eligible to enroll in the term for which mandatory fees were assessed and collected and the delayed decision was not due to incomplete or inaccurate information provided by the student; or
 - The student was activated for compulsory military service.

2.0 APPEALS PROCESS

- 2.1 If a student feels that there are special circumstances regarding tuition and fees that should be considered beyond the circumstances noted above, the student may appeal the decision and may petition for an exception to the Fee Appeals Committee (FAC).
- 2.2 The FAC will approve a petition if the committee determines that:
- The date that the student cancelled registration or dropped classes is not the correct activity date based on established evidence and therefore a refund should be due.
 - The student request falls within Section 41802 of Title 5, California Code of Regulations and a miscommunication or misrepresentation occurred by the university or the student.
 - The student documentation presents an extenuating circumstance beyond established university policy. Special circumstances must contain a statement of the student situation, and other supporting documentation. The student bears the burden of necessity.
- 2.3 There will be a \$10 fee to file the petition for exception to university policy.

3.0 COMMITTEE

3.1 The FAC will consist of any manager (MPP) from the respective departments as named by that department head and will serve overlapping two year terms (except the Chair):

- Student Financial Services (Chair)
- Admissions and Records Office
- Financial Aid Office
- General Accounting Office
- College of Extended Education