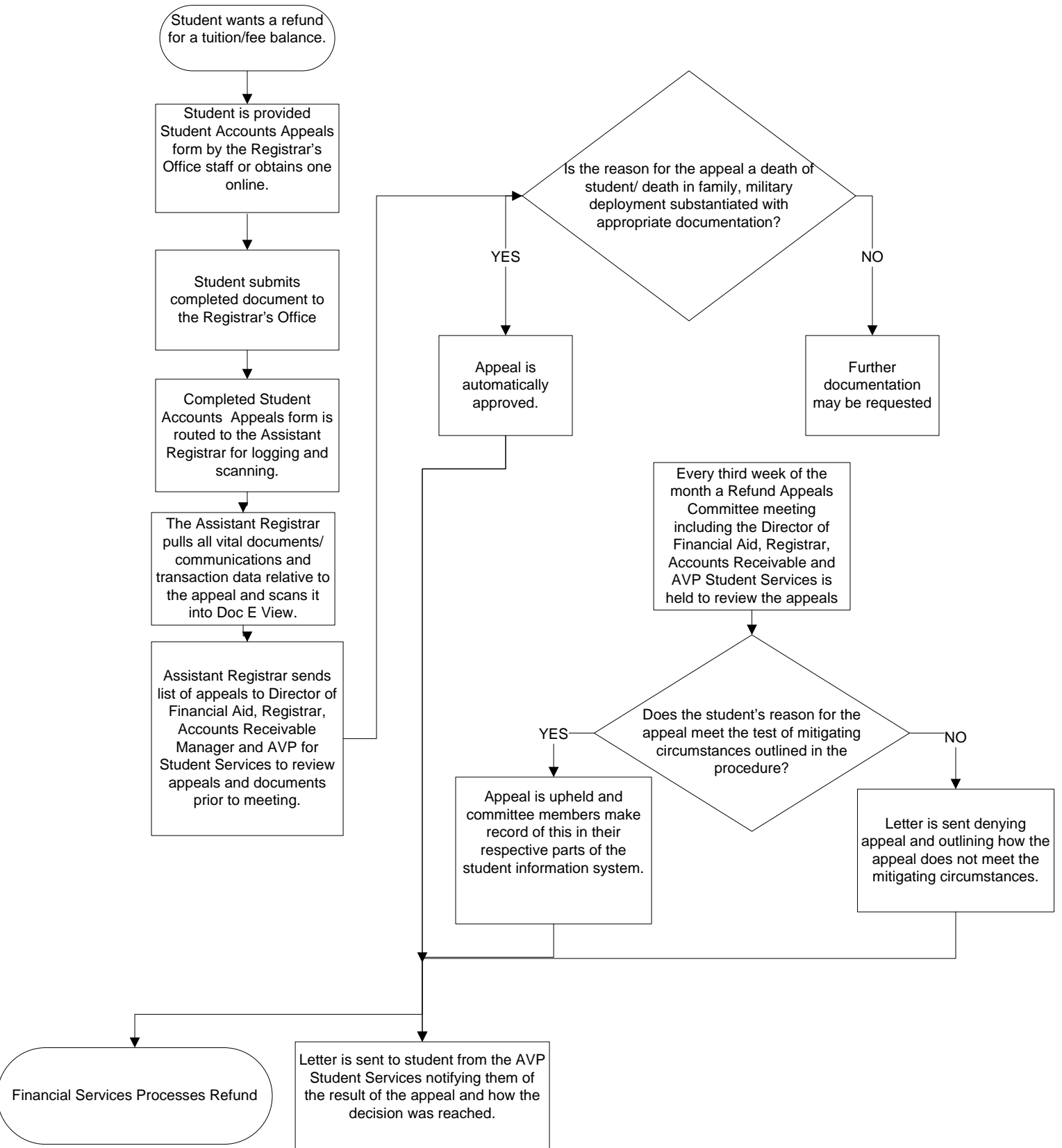


Student Financial Appeals Process- DRAFT



Steps in the Refund Process	Describe Key Actions	Key Points	Process Owners
Refund appeals forms are received by the Records and Registration office.	Document receipt is logged.		Assistant Registrar
Supporting documents for the appeal are researched and scanned.	Copy of all communication relevant to the appeal, copy of add/drop records. Copy of financial aid information.	All information that is relevant to the appeal is needed so a quick and informed decision can be made.	Assistant Registrar
Prior to monthly meeting Assistant Registrar sends list of students for appeal to committee (Financial Services, Registrar, AVP for Student Services and Financial Aid Director)	Excel list is sent to team	Team reviews documents virtually and prints only what is necessary.	Assistant Registrar
Documents are reviewed by Appeal Committee members using Doc E View/Scan	Team members will review and note concerns from their respective areas in preparation for the Appeal Committee meeting		Appeal Committee members
Appeal Committee meets monthly makes recommendations regarding appeal to approve/deny.	Committee reviews all appeals that are not for death in family/military deployment.	Appeals for death in family/military are automatic 100% approvals. Done by AVP for Student Services.	Appeal Committee members
Scan final copy and email business office to check Doc E View.	AVP office scan doc and emails Business Office to process		
Appeal Committee decision is sent to student via hard copy mail, copy to scanned file	Executive Secretary to AVP sends letter using Comm section of Datatel.	Letter should contain an explanation of the decision and how it was reached to minimize follow-up phone calls.	Final letter is scanned into system as a reference tool.