



THE UNIVERSITY OF WINNIPEG

POLICY TITLE: Student Financial Appeal Policy

EFFECTIVE DATE: January 30, 2017

APPROVAL BODY: University Administration

POLICY PURPOSE

The purpose of the Financial Appeal Policy is to describe the specific circumstances and situations in which a student may be eligible for a tuition and fee refund upon appeal and outline the financial appeal process and grounds for granting such an appeal.

LEGAL AUTHORITY

Not Applicable

APPLICABILITY

This Policy applies to all undergraduate students registered at the University of Winnipeg.

RESPONSIBILITY

The Deputy Provost and Associate Vice-President, Academic, on behalf of University Administration, is responsible for the development, administration and review of this Policy.

KEY DEFINITIONS

The following definitions apply to terms as they are used in this Policy:

- **“Financial Appeal Committee”** consists of staff from Student Financial Services, Academic Advising, Student Central, and Awards and Financial Aid.
- **“Granted financial appeal”** means that there will be a refund of all or partial fees issued to the student if they have already paid their fees for a particular course or courses. If they have not yet paid, the student will no longer be responsible for paying their fees for a particular course or courses.
- **“Denied financial appeal”** means that the appeal was not granted and the student is responsible for paying their tuition and fees.



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- **“Prorated refund”** means that the student will be responsible for paying their tuition and fees up until the date they dropped the course(s) and will be eligible for a refund from the withdrawal date to the end of the term.
- **“Grounds for financial appeal”** include significant medical issues for the student; compassionate issues including death of an immediate family member; other significant circumstances beyond the student’s control which prevent them from being able to complete their courses.

POLICY ELEMENTS

Principles

When students have the opportunity to register for courses at the University of Winnipeg, they are responsible for the academic and financial implications of those courses.

If students choose to withdraw from courses by published deadlines, they receive a refund. If they withdraw after refund deadlines, they are not eligible to receive a refund except in very specific circumstances and through a financial appeal process.

Students are responsible for paying all applicable tuition and fees associated with courses for which they are registered. Whether or not they complete the course, they are responsible academically and financially for all aspects of their courses. Tuition and fees are non-negotiable, whether students are taking courses on campus, in satellite locations or by distance.

It is the student’s responsibility to be aware of all payment processes and deadlines and all withdrawal schedules and refund dates. Not being aware of this information is not grounds for a financial appeal to be granted.

In rare circumstances and with supporting documentation, a full or partial refund may be granted through the financial appeal process. Possible grounds for an appeal being granted include:

- a) **Medical Grounds** – the student is unable to continue with their courses due to illness, health issues or disability which occurred during the academic term . The student may be eligible for a pro-rated medical refund.
- b) **Compassionate Grounds** – the student experiences a death in their immediate family during the academic term which significantly impacts their ability to continue with their courses. If they drop their course(s) they may be eligible for a pro-rated refund.
- c) **Other Circumstances beyond the student’s control** – during the term, the student experiences a crisis or significant personal situation beyond their control that prevents them from continuing with their course(s).

Financial need is not grounds for financial appeals being granted.



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Students need to provide documentation verifying their grounds for the appeal and are required to submit their appeal using the financial appeal form to ensure all relevant information is included in their appeal. Appeals are heard based on this information; in person appeals are not permitted.

Appeals are considered for up to 6 months after the end of the course/term in question.

Financial appeals will only be heard for courses that have been dropped from the student's timetable so if a student is currently registered in a course, a fee appeal is not possible. If a student has completed a course and a grade has been entered onto their transcript, an appeal for a retroactive withdrawal must take place and be granted prior to a financial appeal being submitted.

If a student is dissatisfied with the outcome of the appeal, they have the option to contact Academic Advising to discuss the appeal further and if they have additional information to submit, a financial appeal can be re-heard by the committee.

ASSOCIATED PROCEDURES

- Student Financial Appeal Procedures

RELATED POLICIES

- Not Applicable

RELEVANT DATES

Effective: January 30, 2017

Scheduled Review: January 30, 2022