

Student Accounts

Appeals for Tuition Credits/Special Requests

The Appeals Committee

Southern Oregon University has established the Academic Appeals Committee to review requests for special consideration in the area of registration deadlines, tuition credits, and other special requests. **The decisions of the Academic Appeals Committee are final; no additional appeal review levels are provided.** In order for the committee to consider an exception to an established policy, a student's circumstances must be extraordinary and compelling, e.g., a family emergency. If this is determined, you may be eligible for a tuition credit subject to a non-negotiable \$100 administration fee. *The appeals committee will not consider appeals based on personal reasons or work schedule conflicts.*

Appeals must be filed before the end of the following term, e.g. if appealing Fall term you must submit the completed appeals form by the end of Winter term. Appeals submitted beyond the allotted time frame will not be considered.

Please make sure you fill out the entire petition. Each section must be completed and signed. Incomplete petitions will be DENIED. Your appeal will only be considered if you have serious and compelling reasons and documentation supporting your request.

If you are withdrawing from any or all courses, you may be entitled to a refund of fees paid. If you are withdrawing completely from SOU at this time, we hope we can welcome you back in the future. Please feel free to contact Enrollment Services staff for assistance.

The Refund Process

Refunds are calculated by the published refund schedule as designated by the Oregon University System of Higher Education and Southern Oregon University.

1. Students must drop courses through [MySOU](#) or by submitting an [Add/Drop slip](#) to the Enrollment Services Center.
2. Monetary credits, in all cases, are calculated from the date of receipt of the official withdrawal and NOT from the date you stopped attending classes.
3. Students are responsible for reviewing the published refund schedule for the [academic year](#) or for [summer session](#).
4. A refund, if any, will be applied first to all debts due Southern Oregon University, the Oregon University System, and financial aid programs. Tuition credits will be applied back to financial aid at the point that you completely withdraw from school. Any tuition

credits remaining after applying proceeds back to financial aid programs will be used to offset any other charges you have incurred.

5. A refund will be issued after application of credits to any debits owed. If you owe a repayment of financial aid that you have already received, you will be notified. Processing of credits due you, if any, can take four to six weeks after partial or complete withdrawal.

The Appeal Process

Appeals must be filed before the end of the following term, e.g. if appealing Fall term you must submit the completed appeals form by the end of Winter term. Appeals submitted beyond the allotted time frame will not be considered.

1. Print out an [SOU Appeals Form](#) here or pick a form up at the Enrollment Services Center in Britt Hall (Monday through Friday, 8:00 a.m. to 5:00 p.m.) If you need to have a form mailed to you, call 541-552-6600 or e-mail Enrollment Services at esc@sou.edu.
2. Complete the form. Make sure you meet all the requirements described in this document. Provide documentation to support your appeal. Lack of documentation can delay processing of your appeal. Incomplete petitions will be denied.
3. Submit the completed form along with documentation to the Enrollment Services Center in Britt Hall, Monday through Friday, 8:00 a.m. to 5:00 p.m., mail it to Enrollment Services, 1250 Siskiyou Blvd., Ashland, OR 97520, or fax to 541-552-6614.
4. The instructor's statement must be written on the page provided in the appeals form, and returned directly to the Enrollment Services Center. Depending on the request, the instructor must document whether the student did or did not attend class, and any other pertinent information.
5. The appeals committee meets weekly throughout the term. Every attempt will be made to act on your appeal within seven days from the date your appeal is received. You will receive written notification by email of the outcome of your appeal. You may also check with any Enrollment Services associate.