

Tuition Refund Appeals Committee Terms of Reference

The Tuition Refund Appeals Committee is under authority of the Vice-President (Administration and Finance)

Mandate

To review and rule on appeals by undergraduate students (other than medical students) for tuition refunds. Under established guidelines, the Committee interprets facts and circumstances and renders a decision to the best of its ability, so as to protect both the rights of the students and of the University.

Membership

Representative from the Associate Vice-President (Academic), Dean of Students
Representative from Office of the Registrar
Representative from Financial and Administrative Services
Representative of MUNSU
Representative from Centre for Innovation in Teaching and Learning
Academic staff member
Committee Coordinator - a staff member of Financial and Administrative Services and a non-voting member of the Committee. The Coordinator's role is to answer inquiries about the regulation, receive appeals, investigate cases, prepare cases, present cases to the Committee, communicate Committee decisions to appellants, update student accounts, where appeal is upheld, prepare Committee minutes, keep records of appeals, and prepare Committee's annual report.

Chair

Elected by the membership for a period of two years

Terms of Office

The academic staff member is appointed by the Provost and Vice-President (Academic) for a period of up to two years and may be reappointed.

All other voting members, with the exception of the MUNSU representative, are appointed by the Vice-President (Administration and Finance), in consultation with the unit head, for a period of up to two years and may be reappointed.

The representative from MUNSU is appointed by the MUNSU Executive from the Executive for a period of one year.

The Committee Coordinator is a permanent appointment by the Director of Financial and Administrative Services.

Quorum

At least three voting members. Decisions will be carried by a simple majority of the voting Committee members hearing the appeal, with the chair casting two votes in the event of a tie.

Guidelines

In accordance with University Regulation 3.8 under the Fees and Charges regulations, tuition refund appeal is a mechanism intended to recognize and be sensitive to students who experience devastating, unforeseen and/or catastrophic events during the semester and therefore withdraw from a course or courses. Normally, these events include:

- Death of an immediate family member
- Debilitating illness

The Committee may vote to deny or uphold the appeal. In upholding an appeal the Committee may prorate the tuition refund, depending upon the student's length of participation in the semester and other factors and may grant a tuition credit (versus a refund) if requested by the student.

The Committee meets as deemed necessary.

The Committee reports annually to the Vice-President (Administration and Finance) within one month of the end of the academic year. The annual report includes the number of appeals it heard, the number and types upheld/denied, the total and prorated percentages of tuition refunded from appeals and other data as may be requested. The Vice-President (Administration and Finance) uses the report to review **Regulation 3.8 Appeal of Fees and Charges Regulations** annually.

As of February 4, 2019

Addendum

Refund of tuition will be approved for members of the Reserve Force that are called to Duty on short notice during a University term. The "Reserve Force" means the reserve force as defined in the National Defence Act (Canada). Reservists will be required to provide documentation to verify their status of Reservist and to support their call to Duty.

Effective April 1, 2009