



Tuition Appeals Process

If a student feels he or she has an extenuating circumstance which justifies an exception to the refund policy, he or she may appeal to the Tuition Appeals Committee in the following manner:

- The Tuition Appeals Committee will review appeals received no later than 90 days from the end of the semester in which the course was offered.
- Appeals received after the deadline will not be reviewed.
- The forms are now submitted directly to the Tuition Appeals Committee using this email address **tuitionappeals@ju.edu** and must include supporting documentation (e.g. copies of registration form, drop/add forms, medical verification) and the TUITION APPEALS FORM.
- Appeals received without the proper documentation and form will not be reviewed.
- Appeals must be made by the student. Appeals made "on behalf of" a student will not be reviewed.
- The Tuition Appeals Committee will review appeals for tuition ONLY. The appeal of fees such as parking fines, room, board, library, etc. should be directed to that respective Department.

The Committee's decisions are final.

The Committee meets on the last Tuesday of the month. Appeals must be received one week prior to the meeting. Appeals received after that time will be held over for the next scheduled meeting. Students will receive a written response within a two-week period after the committee makes their final decision.

Decisions will not be given over the phone. Appeals based on lack of awareness of deadlines for 100% drop is not a serious and compelling reason to seek a refund, and therefore, will not be approved.

Examples of *acceptable* criteria for appeal:

- Death in the student's immediate family (parent, sibling, offspring, spouse).
- Unforeseen Medical incapacitation.
- Military Duty (orders must accompany appeal)
- Major employment change
- Fire, flood, etc.

Examples of *unacceptable* criteria for appeal:

- Changed your mind about college
- Poor academic performance
- Disciplinary withdraw
- Did not receive enough financial aid
- Did not attend classes

The Tuition Appeals Committee does not, under any circumstances, take phone calls. All appeals must be submitted in writing. If you need assistance with what documentation to provide or how to present your argument, please feel free to use the services of the Student Enrichment Center.



Tuition Appeals Committee Appeal Form

Date: _____ Student Id: _____ Student Name: _____

Street Address: _____ City: _____ State: _____ Zip: _____

Student Phone: _____

**If there is any email correspondence, those notifications will be sent to your JU email address.*

Semester Appealing For (circle one): Fall Spring Summer

Term Appealing For (circle all that apply): Traditional term(s) 1st 8-wk 2nd 8-wk

Nature of your appeal (MUST provide the corresponding documentation):

- ☐ Personal illness or injury–Physician verification proving you were unable to attend.
- ☐ Illness or injury of an immediate family member–Physician verification stating you were primary care giver.
- ☐ Death of an immediate family member–Copy of death certificate.
- ☐ Required military or job transfer out of area–Military transfer orders or employment verification.
- ☐ Other–Letter of explanation and verification.

Attach your letter of appeal and all supporting documentation to this form. Be specific and state your case clearly. Incomplete appeals will be returned. This completed form and all supporting documentation must be submitted to tuitionappeals@ju.edu

ALL DECISIONS ARE FINAL.

DO NOT WRITE BELOW THIS LINE



**JACKSONVILLE
UNIVERSITY**

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Committee Actions

- ☐ Approved
- ☐ Not Approved
- ☐ Returned for lack of documentation

Comments:

Authorized Signature: _____ Date: _____