

Petition for Refund Exceptions Policy

1. Exceptions to published educational fees refund policy and charges
 - a. The Registration & Records Office and the Committee on Fee Assessment and Residence are charged with the responsibility of considering and approving exceptions to the published educational fees refund policy.
 - b. Any change in assessment can only be adjusted to a rate already established.
 - c. The deadline for submitting a petition for refund exception is 30 days past the end of the term for which the exception is sought.
2. Initial petition by a student
 - a. A petition and all pertinent written documentation must be submitted in writing to the Registration & Records Office within 30 days of the end of the term. In cases of incapacitation, exceptions may be made on a case-by-case basis.
 - i. Petition forms can be obtained in the Registration & Records Office, 115 Administrative Center, or online at www.umkc.edu/registrar.
 - ii. Minimally, each written petition must be dated and include the student's name, address and phone number, student ID number, signature of the student, statement describing specifically what is being requested and for what term, statement of any extenuating circumstances, why the request should be honored, and supporting documentation of the events described.
 - b. All petitions must be submitted to the Registration & Records Office and must meet one or more of the following criteria to be considered and approved:
 - i. Written documentation of an illness, accident, injury, or situation which could not be influenced, planned for, or prevented by the student and which subsequently caused a change in the class schedule, thus changing the fee assessment. This provision specifically excludes conditions or chronic illnesses that remain static and are known to the student at the time of registration as well as situations that involve a student's employment.
 - ii. Written documentation of substantiated circumstances involving deadlines where a student has in good faith relied on information provided by a named University official, or the official's interpretations of the text of a University document or publication, and was consequently misled or mistaken about its terms.
 - iii. In individual cases and when it is in the best interest of the student and the institution, the designated official in the Registration & Records Office may grant an exception that is not stated in the criteria elsewhere.
 - iv. Generally, failure to complete a registration transaction via Pathway will not be grounds for consideration of an appeal. Students are ultimately responsible to verify that registration transactions are completed.
 - c. Decisions will only address whether an adjustment of charges will be made. Grade assignments and other academic issues are not within the scope of the procedures and should be addressed to the Dean of the school.
 - d. Decisions are rendered by the designated official in the Registration & Records Office and will be based solely upon any and all pertinent written documentation.
 - e. Notification of a decision will be made in writing.
3. Appeal of the decision rendered by the Registration & Records Office
 - a. Upon written request, a student may appeal the initial decision of the Registration & Records Office.
 - b. Appeals of this decision should be in writing and include as many details as possible along with supporting documentation.
 - c. Appeals should be addressed to the Committee on Fee Assessment and Residence, Administrative Center, Room 336, 5100 Rockhill Road, Kansas City, MO 64110-2499.
 - d. The committee meets monthly and decisions are made according to the committee's meeting schedule.
4. Refund of tuition and fees in the event of a student death
 - a. When a student dies prior to completing the current academic semester, the designated official in the Registration & Records Office will authorize a full refund of educational fees for the current semester.
 - b. Any refund will be made payable to the administrator or executor of the estate of the deceased student.
5. Students called to active military duty
 - a. Students who are called to active military duty and their activation conflicts with the current academic semester dates will be refunded full educational fees if they completely withdraw from all courses. Adjusted refunds will be given if you are awarded for some courses and not others.
 - b. Students must present a copy of their military orders to the Registration & Records Office.
 - c. Depending on the time of the student's activation, the student is advised to consult with their faculty members in regards to academic issues and grading for completed work.

In some circumstances, appeals may contain information related to sexual harassment, sexual misconduct, and other forms of sex discrimination. According to the University of Missouri System Collected Rules and Regulations, any incident of sexual harassment of any kind, including sexual assault, domestic or intimate partner violence, stalking, and/or sexual exploitation, committed against any member of the campus community must be reported to the University Title IX Coordinator. Any information and documentation you provide may be submitted to their office to satisfy this mandatory reporting requirement.