Policy

The University of Wisconsin – River Falls (UWRF) recognizes that there are times when it is in the best interest of a student to withdraw due to unforeseen personal or family medical or emergency situations.

This policy is intended to supplement UW System Administrative Policy 807, Medical Withdrawal Policy by providing guidance and procedures which operationalize the UW System policy.

It is appropriate for UWRF to consider some type of compassionate refund to students who are unable to function as a student as detailed in UW System Policy 807. In addition, situations involving eviction, destruction or loss of residence that results in homelessness which prevent the student from being able to function as a student will also be considered. Approval will be granted on a case-by-case basis.

The types of charges subject to refund include tuition, segregated fees, special course fees and online fees. Housing and dining refunds are pro-rated through the withdrawal date or move out date. Tuition refund exceptions related to academic advising, instruction issues, or education abroad programs are not included in this policy. Students may receive only one approved Medical/Emergency Withdrawal for the same issue during their time as a UWRF student.

Procedure

UWRF Vice Chancellor for Business and Finance has delegated authorization for exceptions for medical/emergency withdrawal refunds to the Medical/Emergency Withdrawal Committee formed under this policy.

A committee of five members shall meet monthly to review Medical/Emergency Withdrawal tuition appeals. Medical and emergency withdrawal refund appeal decisions will be made according to the agreed-upon criteria. Committee members will be an appointment by the Provost and consist of representatives from the offices of the Provost/Vice Chancellor for Academic Affairs, Residence Life, Registrar’s Office, Financial Aid and Student Billing; one faculty member will be appointed by Faculty Senate. All members are voting members of the committee.

The committee will determine if the official withdrawal date needs to be adjusted based upon:

- The last date of attendance information received from the student
- Student activity recorded within academic systems
- Federal financial aid rules
• University personnel (advisor, faculty, Student Success staff, etc.)

Decisions to adjust the official withdrawal date will be documented.

The Committee will approve or deny the medical/emergency withdrawal request based on the information received and verification of campus records. A simple majority is required for approval. Committee determines official withdrawal date and determines the percentage of refund allowed based on schedules in Policy 807. The refund is calculated based on the original fees due, including tuition, segregated fees, special course fees and online fees. Any finance charges assessed will also be included in the refund percentage.

Should the student be interested in returning in the future, the Director of Student Success will meet with the student before the student enrolls in courses. Together, they will develop a plan which will include resources to support continuity of care to help ensure a successful transition back to campus. At the Director of Student Success’ discretion, students may also be referred to the Behavior Intervention Team (BIT) for additional support and resources.

All electronic medical withdrawal documents will be stored on a restricted network drive. All paper documents will be stored in locked filing cabinets within the Student Billing office.

Students should complete the following to submit a Medical/Emergency Withdrawal to the Committee:

1. The student (or his/her designee, if incapacitated) must drop all classes and withdraw from UWRF to qualify for a medical or emergency withdrawal. The student must complete the online Withdrawal form and indicate Medical Reason as reason for withdrawal. https://www.uwrf.edu/Registrar/WithdrawalFromUniversityForm.cfm

2. The student submits a Medical/Emergency Withdrawal appeal request to the Bursar in the Student Billing office. The Bursar will ensure that students who withdraw for Medical/Emergency reasons are aware of the Medical Tuition Appeal Request form and the appropriate procedures for the committee review, follows up with students as appropriate, collects supporting documentation and verifies that the appeal meets the criteria necessary for a medical/emergency withdrawal before bringing the Medical/Emergency Withdrawal appeal request to the Committee. All documentation supporting the request must be submitted to the Bursar. A death of an immediate family member requires a death certificate, obituary, or death notice. Additionally, a medical appeal requires documentation from a physician or clinic printed on their letterhead or from their medical records system.

Exceptions
Exceptions to the Refund Schedule may be granted by the Vice Chancellor for Business and Finance.
Authority
The UW-River Falls Chancellor approves this policy in accordance with the Administrative Policy process. The Assistant Chancellor for Business and Finance is responsible for the substance of, and compliance with all administrative policies. The Policy Owner (Student Billing office) is responsible for the administration and maintenance of this policy. Request an exception to this policy by writing to administrative-policy@uwrf.edu.

Sanctions and Appeals Process
Failure to adhere to the provisions of this policy may result in appropriate disciplinary action as provided under existing procedures applicable to students, faculty, and staff, and/or civil or criminal prosecution.

University Responsibilities
The Student Billing office is responsible for the administration and maintenance of this policy. The office oversees the development and review of the policy.

Related Documents
UW System Administrative Policy 805, Tuition and Fees for Credit Institutions
UW System Administrative Policy 807, Medical Withdrawal Policy

Contact
Please direct questions about this policy to administrative-policy@uwrf.edu.