Policy

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

This policy is designed to be both humane and proactive in working with students who need time off to deal with such circumstances, and it allows for consideration of re-entry to the University, and/or the possibility of a partial refund. This policy is designed following the refund guidelines outlined in UW System Administrative Policy 805 C.4, Refunds/Withdrawals/Drops.

It is appropriate for UWRF to consider some type of compassionate refund when students are unable to continue in classes due to compelling circumstances beyond their control. 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. The situation must be for extenuating medical or personal circumstances which are considered as unforeseen and/or catastrophic.

This policy promotes consistent and transparent application of the compassionate refund policy in medical and emergency situations. Circumstances under which exceptions may be granted within the compassionate refund policy are as follows:

- Unanticipated life-threatening or disabling illness, physical or mental, for which the student needs to withdraw from all classes to recover.
- Harm or injury to the student that prevents the student from attending classes and/or completing academic requirements.
- Death or imminent death, serious illness or injury during the term of a student’s immediate family or household member (e.g., parent, guardian, sibling, spouse, child.)
- Eviction, destruction or loss of residence that results in homelessness or impedes the student from attending classes and/or completing requirements.

Procedure

Per UW System Administrative Policy 805 C.4, “Exceptions to the [refund/withdrawals/drop] provision must have the prior approval of the Vice President for Finance or designee.” UWRF
Assistant Chancellor for Business and Finance (ACBR) has delegated authorization for exceptions for compassionate 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. Emergency withdrawal and compassionate 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 will be appointed by Faculty Senate. All members are voting members of the committee. The committee will determine the effective withdrawal date based upon information received from the student, eSIS, and university personnel.

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

- The student 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

- The student (or his/her designee, if incapacitated) 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, on their letterhead.

- If financial aid was received, they must contact the Financial Aid Office to discuss the financial aid implications regarding their withdrawal.

- Appeals must be completed within one year of the end of the term for which the appeal is for.

- Committee reviews withdrawal and appeal requests in a timely manner. The Committee is scheduled to meet monthly.
  a. The Committee will approve or deny the medical/emergency withdrawal request based on the information received. A simple majority is required for approval. Committee determines effective withdrawal date based on information shared, and determines the percentage of refund allowed, based on schedule noted below. The refund is calculated based on the original fees due, including tuition, segregated fees, special course fees and online fees.
  b. In no case will the committee suggest an adjustment greater than the UW System Administrative Policy 805, Section C.4, which states “in those instances
in which a student can document nonattendance at the institution after having enrolled in one or more courses, the student shall be assessed fees equal to 20% of the original fees due”.

- The following schedule is used for granting compassionate refund requests. The date used for determining the refund for approved appeals is the effective withdrawal date, as determined by the Medical/Emergency Withdrawal Committee.

**Fall & Spring Prorated Refund Schedule for Extenuating Circumstances**

<table>
<thead>
<tr>
<th>Weeks into the Session</th>
<th>Percent Refund</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 through 2 weeks</td>
<td>100%</td>
</tr>
<tr>
<td>3 through 4 weeks</td>
<td>50% - 80%</td>
</tr>
<tr>
<td>5 through 8 weeks</td>
<td>30% - 50%</td>
</tr>
<tr>
<td>9 through 12 weeks</td>
<td>20% - 50%</td>
</tr>
<tr>
<td>13 weeks or more</td>
<td>10% - 50%</td>
</tr>
</tbody>
</table>

**J-Term & Summer Prorated Refund Schedule for Extenuating Circumstances**

<table>
<thead>
<tr>
<th>Weeks into the Session</th>
<th>Percent Refund</th>
</tr>
</thead>
<tbody>
<tr>
<td>First week</td>
<td>100%</td>
</tr>
<tr>
<td>Second week</td>
<td>50% - 80%</td>
</tr>
<tr>
<td>3 weeks or more</td>
<td>10% - 50%</td>
</tr>
</tbody>
</table>

Students are liable for any and all charges incurred after the effective withdrawal date.

**Exceptions**

Exceptions to the Refund Schedule may be granted by the Chancellor or designee.

**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.

**Background**

Medical/Emergency Withdrawal Policy, Page 3
This policy was created under the following assumption:

- The Medical/Emergency Withdrawal Committee was formed to provide consistent guidelines for identifying and counseling students who withdrew for medical or emergency reasons.

**Related Documents**

None

**Contact**

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