

## Registration Status Appeal Policy and Procedures

The appeal process is available to students who have withdrawn from a course(s) due to extenuating circumstances beyond their control and believe they may be eligible for a greater refund and/or removal of the “W” grade. ***The student must officially withdraw from all courses within the term in question prior to beginning the appeal process*** (If the course(s) is past the withdrawal deadline, you are not required to withdraw). The appeal must be submitted no later than 90 days after the end of the semester in which the course(s) being appealed was offered. No more than two Registration Status Appeals during a student’s enrollment will be considered.

**Student Responsibility:** It is the student’s responsibility to read and understand the rules and regulations of the University including the University Catalog, the Student Handbook, and other University publications, and to know and abide by the University’s Add/Drop, withdrawal, payment and refund policies. By completing registration, students agree to pay the total amount of tuition and other charges set forth, whether or not they attend or satisfactorily complete their courses.

### Circumstances Eligible for Appeal

- **Recent medical condition (unanticipated medical condition that occurred during or immediately prior to the eligible term)**  
Required Documentation: Documentation must be current and pertaining to the time period in question, (i.e., must include dates of treatment or date(s) event took place). Evaluations must be conducted by a qualified health professional. The signed and dated letter must be on letterhead with the address and telephone number from the health professional for physical illness or licensed mental health professional for mental illness. The letter must specifically state that the student was advised to withdraw due to medical condition.
- **Immediate family emergency (i.e., illness or death)**  
For the purposes of Registration Status Appeals, immediate family members include spouses, children, parents, and siblings.  
Required Documentation: Signed and dated letter on letterhead from the qualified health professional containing the relation to the student, dates of occurrence, and nature and severity of the relative’s illness/injury. In case of a death in the immediate family, students will be required to submit a copy of the death certificate or a dated obituary listing the student as a survivor of the deceased.
- **Unanticipated change in employment hours or location, employer-mandated travel or active duty military obligation that prevents completion of all courses**  
Required Documentation: Signed and dated letter on company letterhead from the employer or human resources administrator specifying the dates and the nature of the change in employment which prevented the student from attending or dropping courses. Students called to active military service are required to send a copy of current military orders.
- **University registration correction**  
Required Documentation: An official communication (email or university letterhead) from appropriate university official or department citing the university error.

- **Special circumstances beyond the student's control**

Generally, exceptions are made only in those cases where events affecting enrollment are nonrecurring, catastrophic, or life-threatening and beyond the student's control. Documentation with dates is required.

A completed Registration Status Appeal Form, a personal statement citing how the circumstances affected the student's ability to complete the school term, and detailed documentation must be submitted to the Office of Academic Records and Registration no more than 90 days after the end of the semester in which the course(s) being appealed was offered. If the documentation is adequate and establishes a condition that prevented the student from completing the course(s), appropriate adjustments will be made to the student's account.

In the event a grade has been posted for the course for which the student is requesting a Registration Status Change, the appropriate assistant dean will be contacted to provide additional information and recommendation.

**NOTE:** In accordance with federal, state and institutional regulations, approval of an appeal may require forfeiture of any financial aid proceeds received, which may result in an outstanding balance owed to the University. Also, appeals of financial aid suspensions are separate and follow the regulations established by the Financial Aid Satisfactory Academic Progress policy, which can be found at [www.regis.edu/financialaid](http://www.regis.edu/financialaid).

**Circumstances NOT eligible for Appeal**

- Personal errors in judgment or irresponsibility involving transportation, academic ability, time management, or failure to drop courses after the first class session, or in the case of on-line courses after the initial posting deadline.
- Misinterpretation of University policies and procedures as published in the Regis University Catalog, Student Handbook, and other University publications.
- Lack of knowledge of Regis University policies and procedures as published in the Regis University Catalog, Student Handbook, and other University publications.
- Dissatisfaction with course content, delivery of instruction or with academic progress in course. Complaints of this nature should be directed to the department chair.
- Appeals of non-refundable fees.
- Non-attendance after the first class session or minimal attendance of class.
- Inadequate investigation of course requirements prior to registration and attendance.
- Inadvertent repetition of courses previously taken or transferred for credit.
- Non-qualification, late application, or loss of eligibility for financial aid or scholarships.
- Non-receipt of mail due to obsolete address on file with the Enrollment Services division.
- Failures of student to activate, maintain or access the official regis.edu e-mail address (e-billing).
- Changes of, or personal conflicts with, the instructor of record.
- Student errors resulting in the delay of administrative processes relative to registration or the delivery of financial aid funds.
- Voluntary acceptance of employment or other activity impacting ability to attend classes.

### **Registration Status Appeal Process**

1. The student must officially withdraw from *all* courses within the term in question prior to beginning the appeal process.
2. The student will then contact the Registration Status Appeal Coordinator at 303-458-4324 or [mbregitz@regis.edu](mailto:mbregitz@regis.edu) for information on how to submit an appeal. An appeal consists of the appeal form, a personal statement, and all required documentation, and is to be sent to:  
Registration Status Appeals Committee Regis  
University  
Office of Academic Records and Registration 3333 Regis  
Blvd., A-8  
Denver, CO 80221-1099
3. The appeal must be submitted no later than 90 days after the end of the semester in which the course(s) being appealed was offered.
4. A committee of university staff and administrators from various departments and colleges will review the appeal. The process takes about 3 weeks from the receipt of all required documentation. The committee may request additional documentation. All committee decisions are final and cannot be further appealed.

### **Notification**

Once a decision is made, the student will be notified in writing by US mail. Students not receiving notification within 30 days of a properly completed appeal should contact the Registration Status Appeal Coordinator in the Office of Academic Records and Registration at 303-458-4324.