

# CSU Online Course Registration/Refund Appeal Instructions



When you register for a course at CSU Online, you are responsible for the costs associated with registering for the course and for the grade that you receive.

The University realizes that circumstances beyond one's control do occur. Colorado State University offers an appeal process that allows students who experience **extenuating** circumstances to request a waiver of a policy that, if enforced, would result in unsatisfactory academic performance and/or financial consequences. Such circumstances may include but are not limited to the following:

- Death in the immediate family
- Serious medical condition
- Military deployment
- Involuntary job transfer
- Natural disaster

The following examples **do not** qualify as extenuating circumstances; therefore, they do not relieve you of your financial and academic responsibilities. Please do not submit an appeal form if the following circumstances apply:

- You are attempting to repair/raise your GPA.
- You exercised poor judgement and/or poor time management skills.
- You lacked knowledge regarding University policies and procedures.
- You were not aware of or you failed to utilize University resources.
- Your job responsibilities changed (e.g. you worked increased hours, assumed additional projects/duties, received a promotion, etc.).
- You have ongoing health issues for which accommodations should have been given prior consideration.
- You learned, after registering for the course, that you no longer needed the course.

## Important: Determine if You Are Performing a University Withdrawal\*

- a. If your appeal is approved, the result may be that you are also performing a University Withdrawal.

You are performing a University Withdrawal if you withdraw from your entire class schedule (whether your class schedule consists of only one course or of multiple courses).

If you have been admitted to and you are seeking a degree at CSU and you drop your last course (University Withdrawal), you will be dropped from your degree program. As a result, you must be readmitted to your degree program before any future credits or grades will apply to your degree. It is important that you speak with your departmental advisor about the impact that a University Withdrawal may have on your degree, your academic requirements, and on the readmission policies associated with your degree ([undergraduate policy](#) | [graduate policy](#)).

- b. You are not performing a University Withdrawal if you drop one or more of your courses, but you still have at least one or more courses remaining in your class schedule.

**\*Note:** *This information applies only to students who register for courses during the spring and fall semesters. University Withdrawals are not available in the summer semester; therefore, this information does not apply to students who take courses during the summer semester.*

### **Appeal Submission Deadlines**

- Credit course: Your appeal must be received within six months after a grade for the course has been posted.
- Noncredit course: Your appeal must be received within six months after the last day of class.

**Note:** *The CSU Online Appeals Committee will review appeals received after the deadlines described above if extenuating circumstances prevented you from submitting your appeal in a timely manner. These circumstances must be described, documented, and included in your appeal.*

### **Appeal Meetings, Appeal Notification Process, and Appeal Decisions**

- The CSU Online Appeals Committee meets the last Thursday of each month (except for University holidays). To have your appeal reviewed, you must submit it by 5:00 pm MST on the Thursday prior to the last Thursday of the month.
- Appeals received after the deadline will be reviewed at the next regularly scheduled CSU Online Appeals Committee meeting.
- You will receive confirmation by email that your appeal has been received.
- Notification of the decision related to your appeal will be emailed within 7–10 business days after the committee's most recent meeting.
- Decisions of the CSU Online Appeals Committee are final.

### **Appeal Submission**

**Email:** Save this form as a PDF, scan any supporting documentation, and email to [csu\\_online\\_appeals@mail.colostate.edu](mailto:csu_online_appeals@mail.colostate.edu).

**Fax:** Fax this form and any supporting documentation to **(970) 491-7885** to the attention of CSU Online Appeals Committee.

**Mail:** Send this form and any supporting documentation to:

CSU Online  
ATTN: Appeals Committee  
2545 Research Blvd.  
Fort Collins, CO 80526

# CSU Online Course Registration/Refund Appeal Form



**Note to Graduate Students:** If you are an admitted graduate student or a non-admitted student taking graduate level coursework through CSU Online and you wish to request a course registration change, you must submit a [Registration Appeal Form](#) to the Graduate School. If you wish to request a refund of tuition and course fees in addition to a course registration change or if you only wish to request a refund of tuition and course fees (no course registration change), you must submit a CSU Online Course Registration/Refund Appeal Form included below.

**Student Last Name** **First Name** **Middle Initial**

**Today's Date** **CSU ID Number** **Phone Number**

**Mailing Address**

**Email Address**

**Are you currently using or were you using GI Bill Benefits in association with the course(s) for which you are submitting this appeal?**

Yes  No

**Is this appeal related to COVID-19?**

Yes  No

## Course #1

Indicate the prefix, number, title, and number of credits associated with the course and the semester that you took the course:

Prefix **Number** **Title**

Credits **Semester/Year Course Taken**

**Regarding the course you listed above, check only one box regarding the outcome you are requesting:**

- Drop and 100% refund of tuition and fees:** Course title and a grade will not appear on transcript.
- Withdrawal and 50% tuition refund (no refund of fees):** Course title and a grade of "W" will appear on transcript.
- Withdrawal (no refund of tuition or fees):** Course title and a grade of "W" will appear on transcript.
- Withdrawal and an additional 50% tuition refund (no refund of fees):** Course title and a grade of "W" will appear on transcript.

**Note:** If you are appealing more than one course, add additional information similar to that under the heading "Course #1" (above) and include this information in your appeal.

## Appeal Checklist

1. You must review and initial each step (1-5) below.
2. Failure to include documentation of your extenuating circumstances will result in the denial of your appeal.

\_\_\_\_\_ 1. **Describe the extenuating circumstances associated with your appeal (include relevant dates)**

- \_\_\_\_\_ 2. **Describe the action(s) that you took to address the above circumstances. For example,...**
- a. Did you contact your instructor, an academic advisor, CSU Online, or some other individual or department at CSU?
  - b. If you experienced medical or emotional issues, did you contact someone in the medical/mental health profession?
  - c. Include the names, dates, and the results of your discussions with departments/individuals you contacted in (a) or (b) above.

\_\_\_\_\_ **3. Include documentation associated with your appeal (e.g. email correspondence, death record, military deployment orders etc.).**

**If your appeal is based on medical reasons, you must complete and submit the [Medical Documentation Form](#). If you experienced an involuntary job transfer that required you to relocate, you must include a letter on letterhead from your immediate work supervisor or human resource administrator.**

\_\_\_\_\_ **4. Optional: If you believe that the instructor(s) of the course(s) that you are appealing will support your appeal, include an email or a letter from each instructor and ask him or her to provide the following information (students who were deployed by the military are not required to complete this step):**

- The letter or email should include information regarding your academic performance, course participation, and any other information relevant to your appeal.
- If you sought advice from your instructor about whether or not to continue in the course, please ask your instructor to include a brief summary of his or her advice and to indicate the date that the discussion took place.

Ask your instructor to send the email directly to [csu\\_online\\_appeals@mail.colostate.edu](mailto:csu_online_appeals@mail.colostate.edu)

**OR**

Ask your instructor to send the letter on Colorado State University letterhead to the following address:

CSU Online  
2545 Research Blvd.  
ATTN: Appeals Committee  
Fort Collins, CO 80526

You are responsible for ensuring that any correspondence that you have requested from an instructor will be received by the date/time the CSU Online Appeals Committee reviews your appeal. CSU Online is not responsible for contacting your instructor to obtain this information on your behalf.

**Note:** *If you have been admitted to the Graduate School and if you are also submitting a Graduate School Registration Appeal Form, you may include a copy of the Instructor Evidentiary Contribution to Student's Registration Appeal from the Graduate School form in place of an email or letter from the instructor as requested in step #3 above.*

\_\_\_\_\_ **5. Optional: Please provide any additional information (if applicable) that will help the Appeals Committee to better understand your circumstances.**

Submission of this appeal indicates that all documents are complete/included and that any documentation requested from a third party (e.g. medical provider, instructor) will be received by the date/time the CSU Online Appeals Committee reviews your appeal.

I have contacted the [Office of Financial Aid](#) (970-491-6321), and I am fully aware of any financial implications resulting from my appeal (if applicable).

I have contacted the [Veterans Education Benefits Office](#) (970-491-6340), and I am fully aware of any financial implications resulting from my appeal (if applicable).

I understand that decisions of the CSU Online Appeals Committee are final.

**Student Signature**

**Date Appeal Submitted**

Submit this form and supporting documentation to [csu\\_online\\_appeals@mail.colostate.edu](mailto:csu_online_appeals@mail.colostate.edu)