

THE UNIVERSITY OF NEW MEXICO-LOS ALAMOS
Bursar's Office

REFUND POLICY FOR WITHDRAWALS AND DROPS

Tuition refund deadlines for withdrawals and dropped courses can be found in the Schedule of Classes and disseminated to students during the registration process. Students are expected to be cognizant of and adhere to these deadlines. **The final determination of whether the student will receive a refund is that of the University Bursar's Office. The Bursar's Office will take into account factors regarding financial aid disbursement and any outstanding financial obligation owed by the student to the institution. If you have received or are anticipating receiving financial aid, your options to receive funds will be determined by the Financial Aid Office. The Bursar's Office will consider appeals only in the following circumstances and all required documents MUST be submitted along with the appeal:**

MEDICAL CONDITION OF STUDENT OR IMMEDIATE FAMILY MEMBER

If a student is unable to continue their course(s) due to a serious medical or mental health condition, this may constitute grounds for a refund. A medical or mental health emergency in the immediate family (spouse, children, parents, mother-in-law, father-in-law, grandparents, brothers or sisters) may also be considered. Medical or mental health problems that the student was aware of before the published refund deadlines may not necessarily be adequate grounds for a refund. A letter from a doctor or mental health counselor will be required. Refunds will not exceed 50% of the tuition amount.

DEATH OF A FAMILY MEMBER

A student may be eligible for a refund as a result of a death in the immediate family (spouse, children, parents, mother-in-law, father-in-law, grandparents, brothers or sisters) that necessitates their leaving the University. A copy of a death certificate, funeral program and/or obituary will be required. Refunds will not exceed 50% of the tuition amount.

POLICY ON MILITARY WITHDRAWALS

Under faculty regulations, students who formally withdraw from the University due to a call to active duty before the end of the semester are entitled to a tuition refund. After the twelfth week, the student must opt for either grade assignments (C or better) or to withdraw and receive a tuition refund. Military orders must be provided.

Appeal requests for the following reasons should be requested through the Bursar's Office. They may be contacted at 505-662-4681.

INSTITUTIONAL RESPONSIBILITY

The student may file an appeal in the event they experience problems that are the result of a verifiable error by a University office. A letter from the UNMLA department, which committed the error indicating the nature of the error, documents verifying the error, or any other source verifying the error are required.

LOBO PHONE/LOBO WEB DROP ERRORS

Verification of Lobo Phone/Lobo Web activity from the Records Office is required for appeal.

JOB TRANSFER/TRAVEL

No refunds after the third week of the semester.

FINANCIAL AID CANCELLATION OF AWARDS

No refunds after the third week of classes.

LATE REGISTRATION FEE APPEALS

- (a) *Course cancellation* – Verification of course cancellation through the Records Office (must be your only course).
- (b) *Late Processing of Admission Information* – Admission application must have been received prior to the deadlines established by the Admissions Department as posted in the Schedule of Classes.
- (c) *Closed classes the week prior to the start of classes only.*
- (d) *Change in Class Schedule* – Drop and Add of last course

UNMLA BURSAR'S OFFICE
Refund Appeal Request

NOTE: All classes for which you are requesting a refund must be dropped before making your request.

Name: _____ UNM ID#: _____ Phone: _____

E-Mail Address: _____ Address: _____

City: _____ State: _____ Zip: _____

Semester/Year: _____ Signature _____

Are you receiving any UNM scholarships? If so, please list: _____

List courses for which you are requesting a refund: _____

Please explain in detail your reason for requesting a refund. In addition, *documentation must be attached to this form* as specified on the "Refund Policy for Withdrawals and Drops". (see reverse side for policy)

FOR OFFICE USE ONLY

Date: _____ Reviewed By: _____

Appeal Approved: _____% Credit Hours: _____ Appeal Denied: _____

COMMENTS:
