



TO: University Council

FROM: Michel Beaver, Associate VP Tax & Revenue Services
Karen Glover, Associate Vice President of Financial Services
Kay Lennon-McGrew, Assistant University Counsel and Policy Counsel

DATE: January 6, 2022

RE: Refund Policy for University Council's Review and Approval

I. Introduction.

This policy specifies when refunds may be issued to ETSU students for tuition, fees, housing, and meal plans. This policy mirrors the TBR policy that ETSU is currently following. As part of the institutional review for the upcoming SACSCOC reaffirmation, it was recommended that ETSU move the substance of this policy through the formal policy process. This policy was posted for public comment from December 7, 2021 through December 14, 2021.

II. Public Comment Period.

This section includes the comments and/or questions received during the public comment period, as well as the applicable response from the policy originator. Technical, grammar, and organization comments were considered by the policy originator and incorporated as deemed appropriate.

Comment from Susan Epps: *"i. The institution is notified in writing before June 2 or fourteen (14) calendar days before the first orientation at which time new students register;"*...There is probably a reason for the June 2 or 14 days, but wouldn't it be simpler to say June 1 so it's not a moving target?

Policy Originator's Response: *This has been changed to June 1st.*

Comment from Susan Epps: The second paragraph in the Appeals section reads more like procedure than policy.

Policy Originator's Response: *We are comfortable with this section and would prefer this information be in the policy section.*

Comment from Susan Epps: The second paragraph of "Term" sounds like policy rather than definition.

Policy Originator's Response: *This information has been moved into the policy.*