4.18  Student Tuition and Fees Policy  (Adopted Oct 2000, Sept 2006 and June 2012)

4.18.4 General Policies

H. Refund of Tuition and Fees for Students with Hardship Circumstances. Institutions may refund tuition and fees paid by a student who must withdraw from the institution due to hardship or extraordinary circumstances. Each institution may develop institutional policy to address the definition of hardship or extraordinary circumstances and refund procedures. (p. 64)

Oklahoma State University
Catastrophic Refund Institutional Procedure

Oklahoma State University (OSU) encounters occasions when a student is either killed or becomes the victim of a catastrophic illness, injury or event while enrolled at OSU. At such times, OSU recognizes the need to act in a humane and compassionate manner towards the student and the student’s family. OSU recognizes that whenever a student’s death occurs, and in some instances of catastrophic illness, injury or event, the best interest of the student is served by a refund of the student’s tuition and fees for the semester in which the catastrophic illness, injury or event occurred. In recognition of these needs, OSU hereby adopts the following procedures for dealing with refunds when a student dies or must discontinue his/her academic pursuit due to a catastrophic illness, injury or event. The procedures set forth herein are not intended to take the place of, or circumvent, the policies dealing with withdrawals whereby the “Incomplete” grade policies would suffice. As intended for use in these procedures, catastrophic illness, injury or event implies: 1) hospitalization plus extended recovery or 2) recuperative confinement at home for an extended period.

OSU recognizes that the procedures promulgated herein are required to enhance the Oklahoma State Regents for Higher Education’s (OSRHE) policy on Student Tuition and Fees-Refund of Tuition and Fees for Students with Hardship Circumstances (p. 63-64).

The following procedures are to be followed in the event of the death of a student or when a student is precluded from returning to class for the semester of the catastrophic injury, illness or event.

1. The Vice President for Student Affairs will initiate any request for a refund to a student or the student’s family if the student dies or has a catastrophic illness, injury or event while enrolled at OSU. The initial request will be sent once the student has withdrawn from all classes for the semester. This withdrawal can be done by the student’s advisor or in some cases the student will have to apply for a Retroactive Withdrawal through Academic Affairs. The Registrar will assign the student a grade of “W” for all enrolled classes. Initiation of such a request will be at the discretion of the Vice President for Student Affairs based on his/her own initiative or following her/his review of a request made by the student involved. The request will be issued in letter form to the Controller of OSU. The letter will include the reason for the request supported by documented evidence and that the catastrophic event described did occur. Evidence required for catastrophic illness, injury or event should be in the form of a medical statement from the student’s physician or mental healthcare provider which clearly indicates
that the student is incapable of continuing classes for the remainder of the semester. Or in the case of death, an obituary, death certificate or statement from the OSU Police Department will be required. This procedure does not preclude the award of a final grade under the provisions of the University Academic Regulations, as deemed appropriate by faculty members.

2. The Controller of OSU, will act upon the Vice President of Student Affairs’ request by:
   a. Reviewing the request for completeness;
   b. Obtaining student account information from the Bursar; and
   c. Initiating the refund process; or
   d. Notifying the Vice President for Student Affairs that no refund is due after covering prior semester(s) charges and then filing the request in the audit file.

3. The refund process will include the following procedures:
   a. The Vice President will notify the Registrar and Bursar to process a refund of tuition and fees (consumable charges such as food, residential housing, tickets etc., will NOT be refunded) to be computed as of the date of death or withdrawal, incurred by the student during the enrolled semester, in accordance with statutory and regulatory financial aid requirements. The Registrar’s office, Bursar’s office and the Financial Aid office will notify the Vice President for Student Affairs that all adjustments have been completed.
   b. In the event of the death of a student, the Bursar will clear the student’s account of all outstanding charges. A notice of total credits applied will be provided to the Vice President for Student affairs for inclusion in correspondence to the student’s family, if applicable.
   c. The Vice President for Student Affairs will notify the student or the family of a deceased student that the refund has been approved and credited to the student’s account.
   d. Copies of all documents will be filed for future audit.

In July of each year, the Controller of OSU will prepare a summary report of all refunds made under these procedures. The intent of the summary is to provide all participants in the procedure with a record of the magnitude of the refunds made during the previous fiscal year. The summary report will be provided to the President, Provost, Vice President for Student Affairs, Vice President for Administration and Finance and the Executive Vice Chancellor, OSRHE, for informational purposes.

It is anticipated that the processing of a request for a refund of tuition and fees as defined above will be expedited by all concerned with a target of five (5) working days from submission of the completed request by the Vice President for Student Affairs.