



## UTAH VALLEY UNIVERSITY Policies and Procedures

<b>POLICY TITLE</b>	Student Record Adjustments and Refund Requests	<b>Policy Number</b>	526
<b>Section</b>	Student Affairs	<b>Approval Date</b>	June 21, 2024
<b>Subsection</b>	Academic Standards, Credits, and Grades	<b>Effective Date</b>	June 21, 2024
<b>Responsible Office</b>	Vice President of Student Affairs		

### 1.0 PURPOSE

1.1 Utah Valley University is committed to providing support to students who experience unexpected life events outside of their control or periods of poor academic performance. This policy describes how students can request record adjustments, refunds, and academic renewal. This policy also satisfies requirements under the *Family Educational Rights and Privacy Act (FERPA)*, which guarantees students the right to request amendments to their education records (see UVU Policy 542 *FERPA*).

### 2.0 REFERENCES

- 2.1 UVU Policy 503 *Add, Drop, Withdraw*
- 2.2 UVU Policy 505 *Tuition Payments and Refunds*
- 2.3 UVU Policy 522 *Undergraduate Credits and Transcripts*
- 2.4 UVU Policy 542 *FERPA*
- 2.5 UVU Policy 614 *Final Grade Processing*

### 3.0 DEFINITIONS

- 3.1 **Academic renewal:** The process a student can use to request that one entire semester of coursework to be excluded from their GPA.
- 3.2 **Active student:** A student who has registered for courses within the last seven semesters.
- 3.3 **Class:** A specific section of a university course a student takes for credit or audits during a term regardless of day, time, location, or delivery method.



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**3.4 Course:** A single instructional subject commonly described by title, number, credits, and expected learning outcomes in the university catalog.

**3.5 Course-based fees:** Fees established to cover allowable costs of a particular course that are not otherwise funded through tuition. (See Policy 607 *Course-based Fees for Credit Courses* for information on these fees.)

**3.6 Credit hour:** An amount of work represented in intended learning outcomes and verified by evidence of student achievement that is an institutionally established equivalency as defined by accrediting and federal bodies.

**3.7 Deadline:** For the purposes of this policy, a published date by which registration and changes in registration can be started or must be completed. The following specific deadlines are referenced in this document:

- 1) Tuition/fees payment
- 2) Last day to add classes
- 3) Last day to drop classes
- 4) Last day to withdraw or audit classes

**3.8 Extenuating circumstances:** For the purposes of this policy, a personal, non-academic situation that was beyond the student's control and prevented the student from successfully completing a course. Examples of extenuating circumstances include but are not limited to

**3.8.1** illness or medical event (physical or mental) that incapacitates a student or a student's immediate family member,

**3.8.2** death of an immediate family member,

**3.8.3** jury duty that prevents a student from attending or participating in class(es),

**3.8.4** active military duty, and

**3.8.5** a change in work schedule required by the student's employer that directly conflicts with a student's class schedule (this excludes self-employment).

**3.9 Family Educational Rights and Privacy Act of 1974 (FERPA):** Federal law, as amended, that sets forth requirements regarding the privacy of student education records. FERPA gives students certain rights, including the right to seek amendment to education records they believe to be inaccurate, misleading, or a violation of their privacy.



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**3.10 Grade point average (GPA):** A weighted, numerical value based on a set of standard letter grades.

**3.11 Grade:** The final grade for the entire course.

**3.12 Immediate family member:** A student's grandparent, parent, sibling, spouse, child, or grandchild; in-law, foster or step-relatives in the relationships listed; relatives of the student's spouse in the relationships listed.

**3.13 Record adjustment:** For the purposes of this policy, changes made to a student's record based on extenuating circumstances.

**3.14 Refund:** For the purposes of this policy, the reversal of tuition and fees based on extenuating circumstances that may result in money being returned to the student or a debt to the University being reduced or resolved.

**3.15 Transcript:** An official record that documents a student's academic history and performance.

**3.16 Withdrawal:** Terminating registration for a class or all classes after the last day to drop but before the last day to withdraw or audit.

### 4.0 POLICY

#### 4.1 Scope of Policy

**4.1.1** This policy applies to students who may choose to petition the Registrar's Office for record adjustment, refunds, or academic renewal.

**4.1.2** This policy does not address student-faculty grade disputes, which are covered in Policy 614 *Final Grade Processing*.

**4.1.3** This policy does not address tuition refunds based on standard add/drop deadlines, which are covered in Policy 505 *Tuition Payments and Refunds*.

#### 4.2 Record Adjustments and Refund Requests

**4.2.1** Students who petition for record adjustments must provide documentation about their extenuating circumstances. The documentation requirements and records adjustment request process are explained on the Registrar's Office website and the online request form.

**4.2.2** It is a violation of Policy 541 *Student Code of Conduct* for students to submit false information or documentation in a petition; doing so may subject students to disciplinary review.



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**4.2.3** The Registrar's Office will not consider petitions that have been falsified or contain speech found to be in violation of Policy 161 *Freedom of Speech*.

**4.2.4** The Registrar's Office will review the documentation of extenuating circumstances for the semester in question and decide if the student has a valid reason for requesting a change to their records. They may consult with other university offices or departments, as necessary.

**4.2.5** After the Registrar's Office confirms that the extenuating circumstances the student documented are eligible, the Registrar's Office may take one or more of the following actions:

**4.2.5.1** Withdraw the student from courses

**4.2.5.2** Add courses to the student record retroactively (with the approval and a grade provided by the course instructor or department chair)

**4.2.5.3** Change credit amounts for variable-credit courses with course instructor or department chair approval.

**4.2.5.4** Remove courses entirely from the student record under very limited circumstances such as university error.

**4.2.5.5** Request refund/reversal of tuition and fees from the Bursar's Office.

**4.2.5.6** Append an "R" ("record adjustment" or "academic renewal") to the grade assigned by the faculty.

**4.2.6** Appended grades will be excluded from the student's GPA. The Registrar's Office shall not remove the original grade assigned by the faculty, thus maintaining a true and accurate academic history subject to the conditions listed below:

**4.2.6.1** In the case of active military duty, the Registrar's Office may take other action in accordance with Policy 522 *Undergraduate Credits and Transcripts*.

**4.2.6.2** Record adjustments shall be limited to "E," "UW," and "W" grades.

**4.2.6.3** Appended grades are calculated into satisfactory academic progress for financial aid purposes and NCAA eligibility.

### **4.3 Limits and Exclusions to Record Adjustments and Refund Requests**

**4.3.1** It is not possible to list every potential extenuating circumstance a student could experience. It is also not possible to list every potential limit or exclusion to this policy. The Registrar's Office must have some discretion to address unique circumstances. The following provides the basic, overarching limits and exclusions but is not an exhaustive list:



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**4.3.1.1** The Registrar's Office shall not change instructor-assigned grades to another grade at the student's request. Instructors are responsible for submitting grade changes by submitting a *Change of Grade Form* to the Registrar's Office. See Policy 614 *Final Grade Processing* for procedures addressing student-faculty grade disputes.

**4.3.1.2** Letter grades "A" through "D-" shall not be changed to a withdrawal status "W" (except for students on active military duty as described in Policy 522 *Undergraduate Credits and Transcripts*).

**4.3.1.3** Courses graded "A" through "D-" are not eligible for refund.

**4.3.1.4** Even if a student's petition is approved, certain fees may not be refundable. These fees include, but are not limited to, course materials, flight expenses, specialized training, and collections efforts.

**4.3.1.5** Courses taken in prior fiscal years may not be eligible for refund.

**4.3.1.6** The Registrar's Office will not consider petitions that are missing the required supporting documentation.

**4.3.1.7** The Registrar's Office will not approve petitions that include insufficient or open-ended documentation that is without parameters, date ranges, applicable terms, etc., or that are submitted for multiple terms for the same extenuating circumstance(s).

#### **4.4 Academic Renewal**

**4.4.1** The purpose of academic renewal is to assist students who have experienced a period of low GPA. Students can use academic renewal to remove a limited amount of previous undergraduate coursework from their GPA. Students may petition the Registrar's Office for academic renewal only one time during their enrollment at the University. Students who are granted academic renewal are not eligible for academic honors status.

**4.4.2** To be eligible for academic renewal, a student shall meet the following conditions at the time they submit their petition:

**4.4.2.1** They must be an active student at UVU.

**4.4.2.2** Their requested coursework must have not been used toward an existing degree, certificate, or other credential.

**4.4.3** The student may request one specific semester of academic coursework to be eliminated from their earned credits and cumulative GPA. The student cannot request the elimination of individual courses within the selected semester.



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**4.4.4** If the petition qualifies under this policy, the Register's Office shall annotate the student's transcript with "Academic Renewal" and append the course grades with an "R." All coursework shall remain on the transcript, ensuring a true and accurate academic history. No work taken during the selected semester, even if satisfactory, shall apply toward earned credits, GPA, academic standing, and/or graduation requirements.

### PROCEDURES

#### **5.1 Petitions for Record Adjustments, Refunds, and Academic Renewal**

**5.1.1** Students who wish to petition for records adjustments, refunds, or academic renewal, must follow the instructions on the Registrar's Office website, using the online request form.

**5.1.2** The Registrar's Office will communicate with the student via their UVU student email address regarding their petition. The Registrar's Office may request additional information and documentation as needed to make a decision.

**5.1.3** Once the Registrar's Office makes a decision, it will communicate its decision to the student via their UVU student email address.

#### **5.2 Appeals for Denied Petitions**

**5.2.1** If a student wishes to appeal the denial of their petition, the student must notify the Registrar's Office in writing. Appeals are escalated only when the student challenges the decision of an appeals body. The escalation path for appeals is as follows:

**5.2.1.1** Registrar's Office Appeals Committee

**5.2.1.2** Associate Vice President of Enrollment Management

**5.2.1.3** Vice President of Student Affairs, who has final approval

**5.2.2** Generally, appeals are reviewed asynchronously. However, in accordance with FERPA, the student may request an in-person or virtual hearing at any point during the denied petition appeals process. To do so, the student must notify the Registrar's Office in writing. The Registrar's Office will coordinate and conduct the hearing.

**5.2.3** For more details on this procedure, consult the Registrar's Office website.



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POLICY HISTORY		
Date of Last Action	Action Taken	Authorizing Entity
June 21, 2024	New policy approved.	UVU Board of Trustees
July 2025	Non-substantive change: Policy 523 <i>Grading</i> changed to 614 <i>Final Grade Processing</i> .	UVU Policy Office UVU Office of General Counsel