

East Tennessee State University

Digital Commons @ East Tennessee State University

University Council Agendas and Minutes

Agendas and Minutes

1-10-2022

2022 January 10 – University Council Agenda and Minutes

East Tennessee State University

Follow this and additional works at: <https://dc.etsu.edu/university-council-agendas-minutes>



Part of the [Higher Education Commons](#)

Recommended Citation

East Tennessee State University, "2022 January 10 – University Council Agenda and Minutes" (2022).
University Council Agendas and Minutes. 46.
<https://dc.etsu.edu/university-council-agendas-minutes/46>

This Agendas and Minutes is brought to you for free and open access by the Agendas and Minutes at Digital Commons @ East Tennessee State University. It has been accepted for inclusion in University Council Agendas and Minutes by an authorized administrator of Digital Commons @ East Tennessee State University. For more information, please contact digilib@etsu.edu.

AGENDA
University Council
Monday, January 10, 2022
Meeting Conducted Via Zoom
8:30 a.m. – 11:00 a.m.
Zoom link: [Click here](#)

1. Call to Order
2. Roll Call
3. Standing Items
 - 3.1. Approve minutes of the December 13, 2021 meeting (**attachment**)
 - 3.2. Review agenda
 - 3.3. Call for Voluntary Reports of UC-Essential Action Items from Governance Organizations
 - 3.4. Sub-Council Reports – Quality and Effectiveness Sub-Council – Dr. Cheri Clavier
4. Action Items
 - 4.1. Old Business
 - 4.2. New Business
 - 4.2.1. Refund Policy – Kay Lennon-McGrew, Esq. (**attachment**)
5. Information Items/Presentations
 - 5.1. General update on university policies vs. TBR policies- Dr. Mark Fulks
6. President’s Report
7. Announcements
8. Adjournment

The next meeting is scheduled for February 14, 2022 at 8:30 a.m.

University Council
Monday, January 10, 2022
Meeting conducted via Zoom

1. Call to Order

Provost Kimberly McCorkle called the meeting to order at 8:31 a.m.

2. Roll Call

Joe Smith led the roll call. Members present were Mr. David Atkins, Ms. Bridget Baird, Dr. Bill Block, Mr. Scott Carter, Dr. Cheri Clavier, Dr. Susan Epps, Ms. Joy Fulkerson, Dr. Mark Fulks, Dr. Adam Green, Dr. Lisa Haddad, Dr. Nick Hagemeyer, Ms. Meaghan Heimbach, Mr. Stephen Hendrix, Dr. Michael Hoff, Anthony Johnson, Dr. Keith Johnson, Dr. Karin Keith, Dr. Chris Keller, Dr. B.J. King, Dr. Karen King, Dr. Sam Mayhew, Dr. Kimberly McCorkle, Mr. Mason Mosier, Dr. Brian Noland, Ms. Pam Ritter, Dr. Don Samples, Dr. Janna Scarborough, Dr. Joe Sherlin, Dr. Jeff Snodgrass, Ms. Jessica Vodden

3. Standing Items

3.1. Approval of minutes of the December 13, 2021 meeting

A motion was made, and seconded, to approve the minutes. There were no edits or additions to the minutes. The minutes were approved.

3.2. Review agenda

There were no changes to the agenda.

3.3. Call for Voluntary Reports of UC-Essential Action Items from Governance Organizations

Council of Chairs: Chairperson Keith discussed a training program for new chairs that would be held later that afternoon.

Student Government Association: President Mosier reported that artist Miranda Lambert will be headlining the SGA Spring Concert in late April.

Athletics: Director Carter announced that Athletics has enjoyed welcoming new football coach George Quarles to the staff and that he has already begun recruiting. Signing day is less than a month away. In other news, men's golfer Remi Chartier won a tournament the previous weekend for the second time; men's and women's basketball seasons are in full swing; and track season will begin soon.

3.4. Sub-Council Reports – Quality and Effectiveness Sub-Council Update

Dr. Clavier reported that her group will be meeting in the upcoming weeks to continue planning the QEP, which was approved at the last University Council meeting and will focus on community-engaged learning.

4. Action Items

4.1. Old Business

There were no old business items to discuss.

4.2. New Business

4.2.1. Refund Policy

Ms. Kay Lennon-McGrew explained that the refund policy was identified through a SACSCOC review and that it is critical for a refund policy to be in place. Ms. Michel Beaver provided context for the policy which outlines the process for issuing refunds to students for tuition, fees, housing, and meal plans. It outlines when 100% refunds would be issued as well as a fee adjustment period when 75% and 25% refunds would be issued and how those refunds would be prorated. Other elements of the policy include the appeal process, the on-campus person who holds final authority for appeals, and information that would be available on the website. A motion was made and seconded to approve the policy. The policy was approved.

5. Information Items/Presentations

5.1. General update on university policies vs. TBR policies.

Dr. Mark Fulks and Ms. Lennon-McGrew discussed how ETSU adopted then-existing TBR as its own in 2017 following the launch of the FOCUS Act. Since then TBR has revised many of its policies to remove the parts that were directed to the universities rather than the community colleges. Consequently, faculty, staff, and students should no longer go to the TBR policy website for ETSU policies. Anyone needing a current ETSU policy should check the ETSU policy website or contact the University Counsel office to get the most current version.

6. President's Report

Highlights of President Noland's report:

Dr. Noland encouraged everyone who has not been vaccinated or received the booster vaccine for COVID-19 to do so. A communication with updates regarding the institution's COVID-19 response is set to go to campus soon.

The Tennessee General Assembly resumes activities this week. THEC put forward its budget recommendations last November. Specifically to capital projects, ETSU anticipates receiving funding for the proposed academic/humanities building, renovations to Brown Hall, and deferred maintenance support. He is also hopeful for funding for a clinical and education building for ETSU Health that would be located behind the Innovation Lab.

The spring 2022 semester begins next Tuesday (Jan. 18). No actions to delay the start of the semester are anticipated. Enrollment is relatively positive.

A number of new activities related to marketing, communication, branding, and outreach are planned to begin soon.

Work of the the Committee for 125 Chapter 2 will begin to transition from a visioning stage to implementation. A report will be taken to the ETSU Board of Trustees in February.

7. Announcements

Dr. Clavier has met with all the team leads and resources are being made available to the teams so that SACSCOC reaffirmation work can begin.

Ms. Baird noted she will be in Nashville as the Tennessee General Assembly begins session. If anyone has questions or needs to pass along information to her, she will be available, and she will continue to send her weekly legislative reviews to campus leadership.

8. Adjournment

The meeting adjourned at 8:57 a.m.



Refund Policy	
Responsible Official: Chief Financial Officer for Business and Finance	Responsible Office: Office of the Bursar

Policy Purpose

This policy specifies when refunds may be issued to ETSU students for tuition, fees, housing, and meal plans.

Policy Statement

This policy governs the refund and adjustment process related to tuition and fees. Additional information about the tuition and fees refund process can be found on the [Office of the Bursar's website](#). For questions about the refund process, a student should contact the Office of the Bursar.

I. Issuance of Refund and Fee Adjustments Generally.

ETSU may issue a refund for tuition, fees, housing, and meal plans. Changes in courses involving the adding and/or dropping of the same number of credit hours for the same part of term will neither require additional fees nor be subject to any fee adjustments based on this policy, other than what may result from dropping/adding courses from different programs that may have special program fees (such as Arts, Business, Nursing, Digital Media, and/or Developmental Studies Program courses).

Adjustments to all fees and charges must be in accordance with the provisions of this policy, except as previously stated, or when required by state or federal law.

A. Military Service.

A student called to active military or National Guard service during the semester is entitled to a one hundred percent (100%) adjustment or credit of tuition and fees. Housing and meal plan charges may be prorated based on usage.

B. Maintenance Fee, Tuition, and Program Services Fee Refunds.

ETSU may issue refunds in the amounts indicated hereinbelow.

1. Course Dropped before the First Day of Classes.

ETSU will issue a one hundred percent (100%) refund to a student who enrolls under an advance registration system, but who drops a course or courses prior to the first day of class.

2. Course Canceled by Institution.

ETSU will issue a one hundred percent (100%) refund to a student who is registered for a course that is canceled by ETSU.

3. Death of a Student.

In the event a student dies during a Term, ETSU will issue a one hundred percent (100%) refund for tuition and fees for that Term, less any amounts owed to ETSU.

4. Enrollment Error.

ETSU will issue a one hundred percent (100%) refund to a student who is compelled by ETSU to withdraw when it is determined that through ETSU's error the student was academically ineligible for enrollment or was not properly admitted to enroll for the course(s) being dropped. An appropriate official is required to certify in writing that this provision is applicable in each case. If the student or a student's representative provided false information or committed fraud that led to ETSU's mistake, a refund will not be owed.

5. Institutional Closure.

ETSU may issue a partial refund in the event of force majeure if approved by the President or designee.

C. Fee Adjustments.

ETSU may issue a fee adjustment when a student voluntarily drops a class on or after the first day of classes. All fee adjustment periods are rounded to whole days and published on the Office of the Bursar's website. In calculating the seventy-five percent (75%) and twenty-five percent (25%) fee adjustment periods for other than the fall and spring (e.g., summer sessions), the number of calendar days during the term is considered.

The fee adjustment is calculated as the difference between (1) the per credit hour cost of originally enrolled hours and (2) the per credit hour cost of the courses at final enrollment after adjustments have been applied for all courses dropped. Adjustments are calculated at the full per credit hour rate less the fee adjustment credit at the applicable fee adjustment

percentage (regardless of the original number of hours enrolled). Not all drops/withdrawals will result in fee adjustments.

Changes in courses from one Part-of-Term (POT) (Full, 1st, 2nd) to another POT (Full, 1st, 2nd) within a major term (Fall/Spring/Summer) will be subject to the fee adjustment periods and rates under this policy. Fee adjustments beyond the specified dates/percentages indicated in this policy will not be made for reasons such as employee conflicts, health, or medical problem, moving out of town, or other reasons beyond ETSU's control or responsibility.

1. Fee Adjustment After First Day of Classes.

ETSU may issue a fee adjustment in certain circumstances. The fee adjustment for withdrawals or drops during regular terms (fall and spring) is seventy-five percent (75%) from the first (1st) day of classes through the fourteenth (14th) calendar day of classes and then reduced to twenty-five percent (25%) for a period of time which extends twenty-five percent (25%) of the length of the term. When the first (1st) day of the academic term falls on a Saturday, the one hundred percent (100%) refund period is extended through the weekend until the following Monday morning (12:01 am). There is no fee adjustment after the twenty-five percent (25%) period ends. Dropping or withdrawing from classes during either the seventy-five percent (75%) or the twenty-five percent (25%) fee adjustment period results in a fee adjustment of assessed tuition and fees based on the total credit hours of the final student enrollment.

2. Course Begins Later in Term.

When courses are included in a regular term's registration process for administrative convenience, but the course does not begin until later in the term, the seventy-five percent (75%) and twenty-five percent (25%) fee adjustment periods are based on the course's beginning and ending dates. This provision does not apply to classes during the fall or spring terms which possibly meet only once per week. Those courses are required to follow the same refund dates as other regular courses for the term.

D. Student Residence Hall/Apartment Rent and Meal Plan Refunds.

If a student withdraws from ETSU or moves out of the residence hall, a refund of the residence hall rent or meal plan may be granted. A student who is suspended or expelled from ETSU or the residence facilities is not eligible for a refund of housing rent/deposit or university fees.

1. Refund due to Medical Reason or Death.

If a refund of residence hall rent or meal plan is due to a medical reason or death of a student, it will be pro-rated on a weekly basis from the first date the student may move into the residence hall or may utilize the meal plan, as published on the ETSU Housing and Residence Hall Life website, for the applicable Term.

ETSU will only consider refund requests under this section related to residence hall rent and meal plans if:

- i. The student provides written documentation of a personal medical reason from a licensed physician; or
- ii. Proof of death of the student is provided.

2. Refund for Other Reasons.

Withdrawals for other approved reasons are subject to the same seventy-five percent (75%) and twenty-five percent (25%) fee adjustment periods as outlined for tuition and fees above.

3. Student Residence Hall/Apartment Rent Deposits.

Refund of residence hall/apartment rent deposits can be refunded under these conditions:

- i. The institution is notified in writing before June 1st or before the first orientation at which time new students register;
- ii. The student is prevented from entering ETSU because of personal medical reasons confirmed in writing by a licensed physician;
- iii. Residence hall space is not available; or
- iv. Death of the student.

II. Issuance of Refund or Adjustment.

The Office of Bursar coordinates a refund or fee adjustment after it is approved by the appropriate authority.

III. Appeals.

A student may request a refund. To request a refund, a student must complete a [Tuition Refund Form](#)

and provide supporting documentation as needed. ETSU will only consider refund requests filed for tuition paid in the eighteen (18) months prior to the date the refund form request is submitted. The Tuition Refunds Appeal Committee will review these requests.

The Tuition Refunds Appeal Committee meets on a regular basis to review applicable refund requests from students. The committee's meeting schedule is published on the Bursar's website. The Tuition Refunds Appeal Committee will consider timely refund requests and make a recommendation to the Assistant Vice President and Dean of Students or designee.

IV. Final Authority.

The decision of the Assistant Vice President and Dean of Student or designee is final.

Authority: TCA §§ 49-8-203, 49-7-2301, and 49-7-2302

Previous Policy: TBR Policy - Fees, Charges, Refunds, and Fee Adjustments : B-060

Defined Terms

A Defined term has a specific meaning within the context of this policy.

Term	"Spring" term, a "Fall" term, or a "Summer" term. A Part-of-Term (POT) is defined as any part of the term/semester. For the Spring and Fall terms, there is a "full" POT that meets from August–December/January–May. Summer terms/semesters have pre-summer, pre-summer plus first session, complete session, dual session, first session, and second session.
Tuition Refund Committee	is generally comprised of representatives from the Office of Tax & Revenue Services, Office of Financial Aid, Housing and Residence Life Office, and the Student Center Office

Policy History

Effective Date:

Revision Date:

Procedure

Procedure History

Effective Date:

Revision Date:

Related Form(s)

Scope and Applicability

Primary: Business and Finance

Secondary: Students



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.*