

PROCEDURE

Effective Date: 6/7/07

Approved By: Vice President George Pierce

Authority: RCW 28B.15, 63; SAAM 85.54

Cancels:

See Also: POL-U5352.03

PRO-U5352.03E**CORRECTING OR ADJUSTING STUDENT ACCOUNTS**

This procedure applies to all students and University employees when an error has occurred in charging a student's account.

Definition:

Student Account – the record of charges, payments and adjustments for each student, including student tuition, fees, on-campus housing, and certain other campus charges. Every student has a student account. Most financial aid money is directly credited to the student account. Fines, amounts charged as a penalty for a statute or rule violation, are not included in charges to the student account.

Action by:**Action:**

Financial Manager

1. **Determines** that an error has been made in charging a student or that an adjustment needs to be made to the amount charged to a student.
2. **Documents** the reason for the correction or adjustment.
3. **Notifies** Student Accounts in writing of the error and requests adjustment. (Go to Step 6)

Student

4. **Completes** petition for account adjustment. The form is available on-line at:
http://www.acadweb.wvu.edu/studentaccounts/sfs_forms.shtml
or in Student Accounts, OM 365.
5. **Sends** completed petition to Student Accounts.

Student Accounts Fiscal
Tech II

6. **Receives** notification of error and request for adjustment from Financial Manager or student.
7. **Reviews** request.
8. **Submits** reviewed request with recommendation for approval or disapproval to Student Accounts Supervisor.

PROCEDURE

Action by:

Student Accounts
Supervisor

Student Accounts Fiscal
Tech II

Action:

9. **Reviews** request and approves or disapproves it.
10. **If approved**, returns approved request to Student Accounts Fiscal Tech II to input correction on student's account.
11. **If disapproved**, returns petition to submitter with documentation explaining the reason for disapproval.
12. **Receives** approved petition for account adjustment from Student Accounts Supervisor.
13. **Keys** adjustment to student's account.
14. **Files** petition and supporting documentation.