



**STUDENT BUSINESS SERVICES**  
**POLICY TO DISPUTE AND APPEAL BILLED CHARGES**  
(Revised) March 2017

Students have the right to dispute billed charges to Student Business Services if they believe charges are not valid. Disputes must be in writing and may be submitted by email: [studentbusiness@adams.edu](mailto:studentbusiness@adams.edu), fax: 719.587.8214, or mail: Student Business Services, Adams State University, 208 Edgemont Blvd Suite 2050, Alamosa, CO 81101. The deadline to dispute charges is 30 days after the final billing invoice for the semester, as follows:

CHARGES INCURRED	DISPUTE DEADLINE
Fall Semester	February 1
Spring Semester	July 1
Summer Semester	September 1

When an initial dispute is received, Student Business Services personnel will review the originating paperwork and/or contact the originating department. If charges are upheld after this review, a letter is sent to the student informing him/her of the decision and the right to appeal to the next level. Students will have one opportunity to appeal to the next level so the written appeal to the next level must include all reasons for the appeal, all supporting documentation and must be received within 15 days of notification.

Appeals for undergraduate students will be reviewed by the Dean of Student Affairs, appeals for graduate students will be reviewed by the Assistant Vice President of Graduate Studies, and appeals for Extended Studies students will be reviewed by the Assistant Vice President of Extended Studies - Operations. Decisions of these University officials will be final. Documentation submitted after a decision has been made is not grounds for a new appeal and will not be considered.

Final decisions made by University officials will be forwarded to the Director of Student Business Services. The Director of Student Business Services is the delegated authority for completing the Validation of Debt form, notifying the student, and making the Final Agency Determination for tax offset purposes with respect to disputed amounts.

Questions regarding appeals and the appeal process may be directed to Student Business Services:

Telephone: 719-587-7728, or 1-877-862-8202

Fax: 719-587-8214

Email: [studentbusiness@adams.edu](mailto:studentbusiness@adams.edu)

Mail: Student Business Services, 208 Edgemont Blvd Suite 2050, Adams State University, Alamosa, CO 81101.