

## PROCEDURE

Effective Date: February 6, 2014  
 Approved By: David Brunnemer, Registrar

Authority: [POL-U5352.03](#)  
 Adjusting Student and General Receivable  
 Accounts and Refunding Credit Balances

Cancels:

See Also: [FRM-U5352.03C](#) Registrar's Office - General Petition Form  
[PRO-U5352.03A](#) Requesting an Adjustment to a Student or General Receivable Account  
[Housing Information and Policies](#)

### **PRO – U5352.03D    PETITIONING A REGISTRATION ADJUSTMENT**

Action by:

Action:

Student

1. **Follows instructions on** the *Registrar's Office - General Petition Form* ([FRM-U5352.03C](#)). Forms are also available in Old Main 230 during regular business hours or by calling (360) 650-3432 or emailing [Registrar.Office@wwu.edu](mailto:Registrar.Office@wwu.edu).
2. **Submits** form to the Registrar's Office within 30 days of the end of the term during which the adjustment may apply.

Registrar Staff (RS)

3. **Receives** and **date stamps** general petition request form.
4. **Reviews** request and **notes** if it was received within required timeframe and if required documentation is attached.
5. **Submits** general petition form and documentation (petition packet) to Registrar to review.

Registrar

6. **Reviews** petition packet and **determines** the course of action for the matter to be resolved.

Registrar or designee

7. **Coordinates** petition committee meeting or contacts relevant University representatives.
8. **Provides** committee members or University representatives with copies of the petition packet.

## PROCEDURE

Action by:

Action:

Petition Committee or  
University  
Representative(s)

9. **Reviews** and **discusses** petition packet.
10. **Makes** recommendation to the Registrar to:
  - a. Approve if sufficient evidence of University error, OR
  - b. Not approve due to lack of sufficient evidence of University error.

Registrar

11. Considering committee or University Representative input, **makes** final decision to approve or deny petition.
12. **Notes** decision on general petition form.
13. **Returns** petition packet to Registrar Staff.

Registrar Staff

14. **Reviews** determination.
15. Using established email template, **notifies** student via email of decision (including reason if denied).
16. **Ensures** all applicable documentation is attached to the general petition form.
17. If approved, **makes** appropriate changes to student information system data fields to correct error to enrollment/registration/academic record.
18. **Notifies** Student Business Office via email of changes made to a registration record that may impact a student's account.

Student Business  
Office

19. **Reviews** student account to ensure that the account recalculated correctly.
  - a. **Confers** with Registrar as needed if anomalies occur.
  - b. If the account did not recalculate correctly, **corrects** any systems error.