



STUDENT BUSINESS SERVICES
POLICY TO DISPUTE AND APPEAL BILLED CHARGES
(Revised) May 2011

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: ascbus@adams.edu, fax: 719.587.8214, by mail: Student Business Services, Adams State College, Alamosa, CO 81102. When the 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. The written appeal to the next level must include reasons for the appeal, all supporting documentation and must be received within 15 days of the denial notification.

Appeals for undergraduate students will be reviewed by the Dean of Student Affairs, appeals for graduate students will be reviewed by the Associate Provost of Graduate Studies, and appeals for Extended Studies students will be reviewed by the Associate Provost of Extended Studies. Decisions of these College officials will be final and 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: ascbus@adams.edu

Mail: Student Business Services, Adams State College, Alamosa, CO 81102.

The deadline to dispute semester charges is 30 days after the end of the semester in which charges were incurred.