



Date: **Fri, 23 Apr 2010 15:42:09 -0400 (EDT)**

From: "President's Office" <gethelp@fau.edu> **Block Address**

To: [REDACTED]@aol.com

Subject: **Fwd: Ask the Ombudsman**

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Mr. [REDACTED]

Unfortunately because of the privacy act, I cannot discuss your daughter's information with you. I can only discuss items in general terms. Students that are filing waivers for the meal plan have to supply documentation to support the request. This documentation is then reviewed by the University medical doctor, returned to the Business Services Office, if approved a refund is processed through the Student Financial Services Office.

I am afraid you could have misunderstood regarding payment status for summer term. A student has the opportunity to register for classes prior to payment being due for the classes. Please be aware that payment for Summer 2010 term is listed below:

Last day at 5 p.m. to drop/add courses Term 1
Term 2 Term 3
without consequences; courses are fee
liable after this date. \$100 late registration
fee after this date. *However, for students May 21 (Friday)
May 21 (Friday) July 2 (Friday)
with Saturday or Sunday only classes in *May 23 (Sunday)
*May 23 (Sunday) *July 4 (Sunday)
Summer 1, 2, 3, 2010, the drop/add period
extends to the following Sunday. This
option can be used only through If registered
prior to May 22, fees due May 24
<http://myfau.fau.edu> If
registered after May 21, fees due July 6

I contacted our Student Financial Services Office for further information regarding the release of funds. If a student has future fees associated with their account, a refund will apply directly to the future balance. If the student would like a refund now, they need to contact the Student Financial Office and make a request for a refund. If a direct deposit account is involved, once the refund is posted, the process takes approximately 2-3 business days to reflect in their bank account. If a student does not have a direct deposit account, a check is released and takes approximately 4-6 days depending on mail service.

You did not mention if [REDACTED] spoke with Mr. Richard Huey in the Business Services Office. If she has not, she can speak with him to discuss her issue with the meal plan waiver delay. If [REDACTED] is having problems with the OSD office, she should speak with the Director, Ms. Nicole Rokos. Please feel free to have Chloe call me if she needs further assistance.

Patty Singer, University Ombudsman
(561) 297-3693

On 4/23/10 11:24 AM, Get_Help_Form@wise.fau.edu wrote:

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> textarea:
> My daughter, [REDACTED] is having a problem with getting a refund
for the meal plan. She has crohn's and is unable to eat the food.
The office for disabilities took about 6 weeks to get every thing in
order for her to take to the business office for them to approve the
waiver. The business office has approved the waiver. They approved it
2 months ago and still have not refunded the money. Every time my
daughter go in they tell her in will take a week for the refund, and
today she went back in and they told her they are waiting on a
signature. She needed this refund in order to pay for her summer
classes, and now the class is full. She has had nothing but problem
with the office for disabilities. The paper work for the doctors has
been fill out over and over. Every time they wanted it worded
different. I would have the changes done in less the 4 hour and faxed
to them but it took the office for disabilities over a week to get back
to us.

>
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> name:
> [REDACTED]
>
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> email:
> [REDACTED]
>
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> phone:
> [REDACTED]
>
>
> Submit:
> Submit Form

> ~~~~~
> Mozilla/4.0 (compatible; MSIE 7.0; Windows NT 5.1; GTB6.4; .NET CLR
1.1.4322; .NET CLR 2.0.50727; Zune 2.0; .NET CLR 3.0.4506.2152; .NET
CLR 3.5.30729)
> 69.247.52.166
>

Patty Singer
University Ombudsman