

FREEDOM WITH ACCOUNTABILITY

Residents who believe their end of year charges are incorrect have the opportunity to appeal. Damage appeal letters must be done in writing, sent by the student through their Augsburg email account, and received by the deadlines listed below. Telephone calls and email messages inquiries regarding damage are welcomed and should be directed to the Residence Hall Director (RHD), however, they will not constitute a formal appeal.

- Anderson Hall -- Joshua Peaslee: peaslee@augsborg.edu, 612-330-1514
- Luther/Oren Gateway -- Will O'Berry: oberly@augsborg.edu, 612-330-1092
- Mortensen Hall -- Ali Pickens: pickens@augsborg.edu, 612-330-1463
- Urness Hall --Tanya Hartwig: hartwig@augsborg.edu, 612-330-1690

All appeal letter must be submitted in writing to reslifeops@augsborg.edu. Please include name, the name of the building, the unit number and a detailed description of the charges you are appealing. **Please note: all letters must be submitted by the student whose account is in question. Letters from parents/guardians will not be accepted.**

All damage appeals are reviewed Residence Life Summer Staff (students and professionals). They review the following in determining the outcome of appeal:

- Room Condition Report reviewed and signed by resident
- Safety and Sanitation Inspections from fall and spring in collaboration with resident(s) and student staff
- Work Requests submitted by resident throughout year
- Room Condition Report and picture documentation from closing

If the above documentation shows that a charge is inappropriate, the student account will be credited. If, however, the documentation shows that the damage was appropriate, the charges will stand. Once a determination has been made, outcome letters will be sent to students via email. All decisions regarding appeals are considered final.

2010-2011 ACADEMIC YEAR APPEAL TIME LINE

- May 11: Charges and deposits are placed on student accounts
- May 17: Email statements from your RHD are issued to students regarding end of year charges
- May 17-May 31: Email questions to your RHDs.
 - If you wish to appeal – send an email from your Augsburg account to RESLIFEOPS@augsborg.edu
 - Confirmation of appeal will follow
- May 31 at 5:00 p.m.: Last day to send an appeal to reslifeops@augsborg.edu
- June 1-3: 2010-2011 Academic Year appeals heard by Department of Residence Life Summer Staff (students and professionals)
- Week of June 6: Appeal decision letters sent to Augsburg student email accounts. All appeals decisions are final.