

Resident Name: Cyndy Rowe

Name of Building: Urness Hall

Unit Number:1001

Augsburg Email: rowe@augsborg.edu

To Whom It May Concern:

I received an email today stating a charge of \$100 being assessed to my student account for improper check out. I do not agree with this charge and therefore is submitting an appeal.

I would like to first state that I vacated my dorm on May 5, 2011. I personally inquired and consulted with my RA, about my situation and the procedures that would need to be completed prior to the early vacate date. She advised me, after talking with her boss, that the only action I needed to do was enclose my key and fob in an "express vacate" envelope and submit it into the slot next to the resident life office; which is what I did.

As a first year student at Augsburg I want to inform you that I strongly relied on the information provided by my RA. I would have performed all the necessary steps to properly vacate the dorm. Knowing that I would not be on campus that last week I took extra precaution in informing and rescheduling my finals with each professor.

Overall, I believe that I vacated the dorm properly and in accordance to the expert advise provided. If the information that was given to me was inaccurate then I should not be penalized. It is in my personality to double check and confirm that my duties as a student and a resident of Urness were fulfilled and that is why I sought advice from people that are experienced and knowledgeable.

Please understand that I enjoyed my residence experience with Augsburg and therefore decided to continue the second year residence on campus. As a request, I am asking that the charge be removed from my account. If you have any question or need additional information, please email me.

Thank you for your time and consideration.

Cyndy Rowe