



## **PROGRAM WITHDRAWAL AND REFUND PROCEDURE**

Approved by: Academic Coordinating Committee

Authorizer: Associate Vice President, Marketing, Enrolment Management and Registrar

Reference Code: SA27 V1

Effective Date: 12/16/2015

### **PROCEDURE STATEMENT:**

This procedure defines the process for and consequences of a student-initiated withdrawal. The timing of these actions determines the student's enrolment status and the effect on the student academic record.

### **SCOPE:**

This procedure applies to all cohort students except for students registered in Apprenticeship programs and McMaster programs through Conestoga.

### **DEFINITIONS:**

#### **Ancillary Fees**

- Fees for items not covered by the tuition fees established for a course or program that students are required to pay upon enrolment.

#### **Course**

- A distinct and discrete teaching and learning activity, containing content that has been approved by an expert source, usually structured to be delivered over an identified period of time, with measurable learning outcomes, and evaluation.

#### **Cohort Program**

- An intake of a group of students registered in a specified program of study with a defined start and completion date.

**Late Fee**

- A non-refundable fee assessed to student accounts in default.

**Program of Study**

- A planned and coordinated selection of courses delivered to an identified student body leading to a certificate, diploma, degree or other document awarded by the Board of Governors.

**Student Fee Invoice**

- An accounting record of charges for tuition and incidental/compulsory ancillary fees.

**Student Status**

- Full-time Cohort Student
  - Admitted to and enrolled in a minimum of 70 percent of the hours, or 66 2/3 percent of the courses in the current session/level of the program of study.
- Part-time Cohort Student
  - Admitted to and enrolled in a program of study and does not meet the full-time cohort student status.

**Tuition Deposit**

- An amount that is paid as part of the student's total tuition fees for the academic year to hold a place in a program. This is a non-refundable fee.

**Tuition Fees**

- Fees charged to students representing their contribution towards the operating and capital costs of academic program delivery and general overhead for the institution.

**Voluntary Withdrawal**

- Termination of studies initiated by the student.

**RESPONSIBILITIES****Associate Registrar**

- Ensure procedures, processes and timelines are adhered. Maintain the accuracy and confidentiality of all student records.

**Records Officer**

- Enter withdrawal information following established procedure and processes ensuring accuracy and confidentiality of student records.

**Student**

- To be aware of the program withdrawal and refund dates and act accordingly.
- Indicate in writing his or her intent to withdraw within the dates as failure to attend or receive OSAP assistance does not constitute a withdrawal.

## **PROCEDURE:**

Students initiating a voluntary withdrawal by the refund deadline will receive a refund for the total tuition and compulsory ancillary fees paid in the current academic year, less the non-refundable deposit.

- For OSAP recipients, the applicable refund will be directed to the National Student Loans Service Centre to reduce indebtedness.
- For sponsored students, the applicable refund will be directed to the sponsoring agency.
- For all other student refunds, college issued cheques will be generated. (Credit cards will not be credited.)

Full-time students dropping courses by the refund deadline date may affect their status in the program. If the status changes to part-time, fees will be calculated on an hourly basis. If there is a difference between full-time fees paid and fees charged, a refund will be issued. (*See below for specific details.*)

Students withdrawing from non-semestered Certificate and Preparatory programs receive tuition refunds pro-rated according to the weekly rate less the non-refundable tuition deposit fee noted above.

## **FULL-TIME STUDENTS IN A COHORT PROGRAM**

### **Program Withdrawal (First -Year/First - Level Student)**

- 1) If a 'No To Confirm' withdrawal is received by the admission officer *prior* to the deposit due date:
  - i) student will be deregistered;
  - ii) any fees paid will be refunded.
- 2) If withdrawal is received by the admission officer *after* the deposit due date but *prior* to the program start date:
  - i) student will be withdrawn;
  - ii) fees paid will be refunded less the non-refundable deposit.
- 3) If withdrawal is received by the records officer *after* the program start date but *prior* to the program withdrawal refund deadline
  - i) student will be withdrawn;
  - ii) fees paid will be refunded less the non-refundable deposit;
  - iii) tuition fees paid for subsequent level(s) will be refunded.
  - iv) admissions officer notified
- 4) If withdrawal is received by the records officer *after* the program withdrawal refund deadline but *prior* to the academic penalty deadline:
  - i) student will be withdrawn;
  - ii) no refund will be given for fees paid for the current level;

- iii) tuition fees paid less the withholding fee for subsequent level(s) will be refunded.
- 5) If withdrawal is received by the records officer *after* the academic penalty deadline:
- i) student will be withdrawn from the current and future level(s);
  - ii) no refund will be given for fees paid for the current level;
  - iii) fees paid less the withholding fee for future level(s) will be refunded;
  - iv) an academic penalty will apply.

### **Program Withdrawal (Student in Levels beyond Level One)**

- 1) If withdrawal is received by the records officer *after* the deposit due date but *prior* to the fees due date and course enrollment:
- i) student will be withdrawn from the current and future level(s);
  - ii) fees paid less the deposit fee will be refunded.
- 2) If withdrawal is received by the records officer *after* deposit and fees due dates but *prior* to the program withdrawal refund deadline:
- i) student will be withdrawn from the current and future level(s);
  - ii) fees paid less the withholding fee will be refunded.
- 3) If withdrawal is received by the records officer *after* the program withdrawal refund deadline and *prior* to the academic penalty deadline:
- i) student will be withdrawn from current and future level(s);
  - ii) no refund will be given for fees paid for the current level;
  - iii) fees paid less the withholding fee for future level(s) will be refunded.
- 4) If withdrawal is received by the records officer *after* the academic penalty deadline:
- i) student will be withdrawn from the current and future level(s);
  - ii) no refund will be given for fees paid for the current level
  - iii) fees paid less the withholding fee for future level(s) will be refunded;
  - iv) an academic penalty will apply.

### **Course Withdrawal (Full-time Cohort Student)**

- 1) If a student drops a course *before* Course Add/Drop date
- i) enrollment is not recorded on the student record;
  - ii) fees for the course are refunded if the student's status changes to part-time.
- 2) If a student drops a course *after* the Course Add/Drop date and *prior* to the academic penalty date
- i) fees are not refundable, nor will they be reduced if outstanding;
  - ii) a 'W' will appear on the student record;
  - iii) the status (full-time/part-time) of the student will not be affected.
- 3) If a student drops a course *after* the Course Add/Drop date and *after* the academic penalty date
- i) fees are not refundable, nor will they be reduced if outstanding;
  - ii) a grade of 'F' will appear on the student record;
  - iii) the status (full-time/part-time) of the student will not be affected.

### **Course Withdrawal (Part-time Cohort Student)**

- 1) If a student withdraws from a course *before* Course Add/Drop date

- i) enrollment is not recorded on the student record;
  - ii) fees for the course are refunded less the withholding fee.
- 2) If a student withdraws from a course *after* the Course Add/Drop date and *prior* to the academic penalty date:
  - i) fees are not refundable, nor will they be reduced if outstanding;
  - ii) a 'W' will appear on the student record;
  - iii) the status (part-time) of the student will not be affected.
- 3) If a student withdraws from a course *after* the Course Add/Drop date and *after* the academic penalty date:
  - i) fees are not refundable, nor will they be reduced if outstanding;
  - ii) a grade of 'F' will appear on the student record;
  - iii) the status (part-time) of the student will not be affected.

### **Exceptions to the Withholding of Fees (Refunds)**

In extenuating circumstances such as an unexpected student related medical problem or a death in the student's immediate family, or an extreme financial crisis a student may wish to request review of the withholding of fees. These requests must be submitted in writing along with *supporting documentation* as noted below to the Office of the Registrar.

1. The student's submission must detail facts particularly dates, circumstances and how these circumstances affected the student's ability to continue in his/her program. Evidence verifying these circumstances must be provided. Incomplete submissions will not be reviewed. Considerations will only be made under the following:
  - a. Documented medical cause where the student was under direct medical care. This documentation may take the form of a letter from a certified medical practitioner and must include the dates where the student was under his/her care and unable to continue their studies.
  - b. Documented personal cause. The documentation must be based on the nature of the event and as such may take the form of an obituary in the case of bereavement.
2. The Associate Registrar will convene a meeting comprised of the Manager, Student Financial Services, and the Manager, Student Life or designate(s) to review the submission.
  - a. Consultation with the appropriate departments and/or additional information may be requested from the student which may impact the timeline for decision making.
3. A final decision will be will communicated to the student. This decision is not subject to further appeal.
  - a. If the student's submission is accepted, the refund may be prorated based on the length of time the student was registered in the program. The Conestoga Student Incorporated (CSI) Health Plan fee and ancillary fees will not be refunded.

References:

STUDENT FEES POLICY

STUDENT ENROLMENT PROCEDURE

STUDENT FEE INVOICING AND PAYMENT PROCEDURE

Revision Log:

December 7, 2015

Policy and Procedure Committee – Approved

December 16, 2015

Academic Coordinating Committee - Approved