



PROGRAM AND COURSE WITHDRAWAL AND REFUND PROCEDURE

Authorizer: Vice President Academic/Student Affairs & Human Resources

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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 BScN program offered through Conestoga.

DEFINITIONS:

Compulsory Ancillary Fees

Ancillary fees that a student is required to pay to enrol in or successfully complete a course or program of instruction. There are two types of compulsory ancillary fees:

- Program ancillary fees are compulsory for students in applicable programs; and
- Institutional ancillary fees which are compulsory for all students.

Optional Ancillary Fees

Fees for services that students may choose to access.

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, compulsory and optional 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 term/term 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. It is a non-refundable fee.

Voluntary Withdrawal

Termination of studies initiated by the student.

Withholding Fee

A fee assessed if a student withdraws after the start of the term and prior to the withdrawal date for a refund.

RESPONSIBILITIES:**Associate Registrar**

- Ensures procedures, processes and timelines are adhered to.
- Maintains the accuracy and confidentiality of all student records.

Director, Registrarial Services

- Interprets and ensures administration of MCU policies and college fee policies and procedures.
- Ensures fee schedules are prepared, fee assessments/invoices are prepared, fees are collected, and refund processes are developed and adhered to.

Manager, Client Services and Student Fees

- Ensures refund processes are communicated.
- Ensures adherence to refund procedures and processes.

Fees Clerk/Fees Officer

- Primary contact to clarify refund information and processes.

Records Officer

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

Student

- Follows program withdrawal and refund dates.
- Indicates in writing their intent to withdraw within the dates.
- Failure to attend/participate or denied OSAP assistance does not constitute a withdrawal.

PROCEDURE:

Refunds will not be issued to students with a credit balance on their account who are enrolled in a future term with fees owing. Credit balances will be applied to future terms with fees owing.

Full-time students dropping courses by the refund deadline date may affect their status in the program. If as a result of a course drop, the student's 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 credit to the account will be posted. (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 Domestic Student)**

1. If a 'No to Confirm' withdrawal is received by the admission officer prior to the deposit due date:
 - a. student will be deregistered;
 - b. 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:
 - a. student will be withdrawn;
 - b. fees paid will be refunded less the non-refundable tuition deposit.
3. If withdrawal is received by the records officer after the program start date but prior to the program withdrawal refund deadline:
 - a. student will be withdrawn;
 - b. fees paid will be refunded less the withholding fee;
 - c. tuition fees paid for future terms will be refunded;

- d. admissions officer will be notified.
- 4. If withdrawal is received by the records officer after the program withdrawal refund deadline but prior to the academic penalty deadline:
 - a. student will be withdrawn;
 - b. no refund will be given for fees paid for the current term;
 - c. tuition fees paid for future term(s) will be refunded.
- 5. If withdrawal is received by the records officer after the academic penalty deadline:
 - a. student will be withdrawn from the current and future term(s);
 - b. no refund will be given for fees paid for the current term;
 - c. fees paid for future term(s) will be refunded;
 - d. an academic penalty will apply.

Program Withdrawal (All Students 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:
 - a. student will be withdrawn from the current and future term(s);
 - b. fees paid less the non-refundable tuition 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:
 - a. student will be withdrawn from the current and future term(s);
 - b. 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:
 - a. student will be withdrawn from current and future term(s);
 - b. no refund will be given for fees paid for the current term;
 - c. fees paid for future term(s) will be refunded.
4. If withdrawal is received by the records officer after the academic penalty deadline:
 - a. student will be withdrawn from the current and future term(s);
 - b. no refund will be given for fees paid for the current term
 - c. fees paid for future term(s) will be refunded;
 - d. an academic penalty will apply.

Course Withdrawal

1. If a student drops a course before Course Add/Drop date
 - a. enrolment is not recorded on the student record;
 - b. fees for the course are adjusted if a full-time cohort student's status changes to part-time.
 - c. course fees for part-time cohort students are refunded less the withholding fee.
2. If a student drops a course after the Course Add/Drop date and prior to the academic penalty date:
 - a. fees will not be refunded, nor will they be reduced if outstanding;
 - b. a 'W' will appear on the student record;
 - c. 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:
 - a. fees will not be refunded, nor will they be reduced if outstanding;
 - b. a grade of 'F' will appear on the student record;
 - c. the status (full-time/part-time) of the student will not be affected.

Exceptions to the Withholding of Fees (Refunds)

Students who withdraw from their full-time studies after the refund deadline due to extenuating circumstances such as illness, accident or personal/family crisis may wish to request a review of the withholding of fees. Requests must be submitted in writing, along with supporting documentation, to the Office of the Registrar at: FeeExceptions@conestogac.on.ca within 30 days of the end of the student's term. (Submissions received after this date will not be considered.)

1. The student's submission must detail relevant facts, such as dates, circumstances and how these circumstances affected the student's ability to continue in their 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. Examples of documentation include a letter from a doctor or certified medical practitioner that:
 - i. includes the dates in which the student was under medical care
 - ii. states the student was unable to continue in their studies.
 - b. Documented personal cause. The documentation must be based on an extraordinary event and must include dates. For example, copy of an obituary, and travel documents in the case of travel for a death in the immediate family.
2. The Manager, Client Services and Student Fees will convene a meeting of the committee to review submissions.
 - 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 communicated to the student. This decision is not subject to further appeal.
 - a. If the student's submission is accepted, the refund may be pro-rated based on the length of time the student was registered in the program. The Conestoga Student Incorporated (CSI) Health Plan, International Health plan, ancillary and non-essential fees will not be refunded.

REFERENCES:

International Student Withdrawal and Refund Procedure
Student Enrolment Procedure Full Time Cohort Programs
Student Fee Invoicing and Payment Procedure
Student Fees Policy

REVISION LOG:

December 7, 2015	Policy and Procedure Committee – Approved
December 16, 2015	Academic Coordinating Committee – Approved
December 18, 2019	Academic Forum
January 13, 2020	Academic Coordinating Committee