

Student financial accounts procedure

Parent policy

Student Financial Accounts Policy #500-1-11

Purpose

This procedure provides a framework to ensure that amounts owed by students to the College are paid, that refunds due to students are issued, and that the processes for payments, overdue accounts, and refunds are applied consistently, equitably, and on a timely basis.

Scope

This procedure applies to all Bow Valley College students.

Compliance

Employees (including contractors) and students are responsible for knowing, understanding, and complying with Bow Valley College procedures to the extent that procedures relate to their position, employment, or enrolment at the College.

Procedures

1. General

- 1.1. The Office of the Registrar is responsible for providing information to students about procedures, payment deadlines, refund processes, and other general information related to student accounts. All fees that apply to students must be published on the college website in a manner that is clear and the circumstances in which the fees are applicable can be readily understood.
- 1.2. The Office of the Registrar is responsible for providing timely and accurate written or electronic information to each student on the amounts owing, paid to, and refunded by the College for tuition and fees.
- 1.3. In addition to Tuition, Mandatory, and Third-Party fees, other fees owed to the College may also be subject to the provisions of this policy.
- 1.4. All student financial account transactions are made in Canadian funds.
- 1.5. Payment deadlines for Tuition, Mandatory, and Third-Party fees are prepared and published annually in the academic calendar and website by the Office of the Registrar.
- 1.6. Students are expected to pay all tuition and fees in full by the published deadlines. If a student fails to pay by the published deadline, the Office of the Registrar will de-register a student from their courses. Please refer to Student Credit Registration procedure for more information. Please see section 2 Payments for ways a student can avoid de-registration.
- 1.7. The Registrar or designate has the authority to make exceptions under these guidelines where unique or extraordinary situations warrant.
- 1.8. Where a formal agreement is in place with the College, the refund policy of a third party, funder, or sponsor may supersede this policy, where approved by the Registrar or Vice President, Academic.

2. Payments

- 2.1. Payments on student accounts will be applied to amounts owing to the College in the following order, unless otherwise approved by the Registrar or designate where determined that an exception is warranted:
 - 2.1.1. oldest charges owing to the College including overdue or written off accounts;
 - 2.1.2. Tuition Fees;

- 2.1.3. Mandatory Fees;
- 2.1.4. Other Fees;
- 2.1.5. Third Party Fees.
- 2.2. Students whose cheque payments are refused due to non-sufficient funds and/or credit card payments that incur a chargeback dispute will be subject to the penalty specified in the Office of the Registrar Fees Schedule.
- 2.3. The Registrar or designate may offer a payment plan at their discretion to students who meet the following criteria:
 - 2.3.1. Are considered a continuing student having completed at least one term of study. In exceptional circumstances, such as medical or family emergency a student in their first term may qualify. Decision is at the discretion of the Associate Registrar responsible for Student Accounts;
 - 2.3.2. Are in good financial standing with the College (all previous term fees have been paid in full);
 - 2.3.3. Are able to pay 50% of the tuition and fees owing by the payment deadline;
 - 2.3.4. Agree to pay according to the payment schedule provided by the Student Accounts Office and the minimum amounts calculated for the remained of tuition owed.

An administrative fee will apply and is specified in the Office of the Registrar Fee Schedule. Students are eligible to apply for a payment plan one month prior to the start of term and can only apply for one term at a time. Students who fail to pay their tuition by the end of their payment plan will be sanctioned by the rules under section 5, Overdue Accounts.

- 2.3.5.
- 2.4. The Registrar or designate may offer a payment deferral at their discretion to students who meet the following criteria:
 - 2.4.1. Present evidence of sponsorship by a government agency, student loan, or other third party; or

Students who fail to comply with their agreed fee deferral will be considered overdue and may be subject to an overdue fee and penalties as specified in the Office of the Registrar Fees Schedule. Students who fail to pay their tuition by the end of their payment plan will be sanctioned by the rules under section 5, Overdue Accounts.

- 2.5. International students are subject to the same payment deadlines and account management guidelines as domestic students, except for specific international deadlines and guidelines as approved by the Vice President, Academic. These deadlines and guidelines are generally developed, approved, and published (electronically or in print) in advance to ensure that they are provided in a timely manner to international applicants and students, and they comply with necessary Office of the Registrar procedures or requirements.

3. Refunds

- 3.1. For the purpose of calculating tuition fee refunds, a student will be considered withdrawn effective the date the notice of withdrawal form is received in the Office of the Registrar.
- 3.2. Students who formally withdraw (cancel) their registration may be eligible for refunds based on the following categories:
 - 3.2.1. Credit Courses
 - 3.2.1.1. Students withdrawing prior to and inclusive of the Drop Deadline will be eligible for a 100% refund of tuition and other mandatory fees, excluding non-refundable fees and deposits.
 - 3.2.1.2. Students withdrawing after the Drop Deadline will not be eligible for a refund.

- 3.2.2. Non-Credit Courses
 - 3.2.2.1. Non-Credit Courses of One Day in Duration
 - 3.2.2.1.1. Students who withdraw prior to the first day of class will receive a full refund. Withdrawals submitted on or after the first day of class will not be eligible for a refund.
 - 3.2.2.1.2. Registration deadlines and other fees may apply.
 - 3.2.2.2. Non-Credit Courses Longer Than One Day in Duration
 - 3.2.2.2.1. Students who withdraw prior to and including the first day of class will receive a full refund. Withdrawals submitted after the first day of class will not be eligible for a refund.
 - 3.2.2.2.2. Registration deadlines and other fees may apply.
- 3.2.3. Contract Programs/Courses
 - 3.2.3.1. Refunds for courses and programs offered by the College in partnership with or on behalf of another learning institution, business, and/or agency will be in accordance with the contract in place with the College.
- 3.3. A full refund of tuition and mandatory fees will be processed in the cases where:
 - 3.2.1. a program or course is cancelled by the College.
 - 3.2.2. in the opinion of the Registrar or designate, a substantive change is made to when or how a program or course is offered, subsequent to the student's application or registration.
 - 3.2.3. the College places a student in a course inappropriately in the opinion of the relevant program chair or associate dean.
 - 3.2.4. a student receives advanced or transfer credit for a course.
 - 3.2.5. A student changes from fee-paying to approved sponsored status.
- 3.4. The College may consider an exception to the refund policy for exceptional circumstances including but not limited to, if the student has experienced an unanticipated, extenuating medical situation or a death in their immediate family (spouse, partner, parent or child). Requests for an exception to the refund rules must be made in writing and are to be directed to the Registrar or designate in the Registrar's Office. Students must officially withdraw from the course(s) or program, prior to submitting their request. Supporting documentation may be required.
- 3.5. Students who are withdrawn from their course or program of study by the College on financial, academic, conduct, disciplinary, or other grounds are not eligible for a refund.
- 3.6. Refunds for dropped courses will generally not be processed until after the Drop Deadline for the term. Any outstanding fees or other charges will be deducted from the total refund amount.
- 3.7. The Registrar (or designate) may reverse and refund payments believed to be made in bad faith and/or without the payer's consent after consultation, as appropriate, with Student Conduct, Security, Cybersecurity, and/or Finance. This will result in a reversal of credit on the student's account and the student will be required to pay the resulting total amount owing.
- 3.8. Refund payments will be issued according to the following:
 - 3.8.1. Refunds for credit card payments will be issued back to the same credit card.
 - 3.8.2. Refunds for wire transfers will be issued by wire transfer to the original payer, less the wire transfer fee.
 - 3.8.3. All other refunds will be issued in the form of a cheque to the student. Where available, electronic fund transfer payments may occur at the discretion of the College.
 - 3.8.4. Refunds for payment by a sponsor or funding agency will be issued to the appropriate organization.
 - 3.8.5. Exceptions to the above can be made where necessary at the discretion of the Registrar or designate.

4. Sponsorship and Government Funding

- 4.1. It is the student's responsibility to ensure that payment or satisfactory proof of sponsorship is submitted to the Office of the Registrar prior to the payment deadline. If either of these is not submitted by the deadline, the student may be subject to the provisions of §5 Overdue Accounts.
- 4.2. The student is responsible for payment of all tuition, fees, and charges, regardless of sponsorship or funding agreements. It is the responsibility of students who anticipate their sponsorship or funding may be delayed, insufficient, or interrupted to communicate promptly with the Office of the Registrar to discuss solutions.

5. Overdue Accounts

- 5.1. Students who have not paid their Tuition, Mandatory, Third Party, and/or other fees by the payment deadline or agreed payment deferral date will be considered overdue and issued an overdue account notice.
- 5.2. Students with an overdue account will have a registration and document hold placed on their record until the remainder of their tuition and fees have been paid in full;
- 5.3. A student with an overdue account who has a concurrent, unrelated, and fully-paid non-credit enrolment shall be allowed to continue. with that fully-paid, non-credit enrolment
- 5.4. The timeframes associated with notice of overdue accounts, will be determined by the Registrar. These timeframes will be common across departments and program areas unless approved and specified otherwise by the Registrar.
- 5.5. A student's overdue account that remains unpaid past the end of the term, will be considered long overdue and subject to collections processes of the College's finance department.
- 5.6. If a student wishes to have a decision related to their financial account reconsidered, they must first seek an information resolution by raising their concern with the Associate Registrar responsible for Student Accounts. Students dissatisfied with this outcome have the right to a formal appeal through the provisions of the Student Appeals Policy.

Definitions

Definitions of common terms may be found in the Student Financial Accounts Policy #500-1-11.

Data sheet

Accountable officer

The Executive Team member responsible for the Office of the Registrar

Responsible officer

Dean, Enrolment Management & Registrar

Relevant dates

Approved	Board of Governors: BOG161209-03
Effective	December 9, 2016
Next review	December 2021
Modification history	<ul style="list-style-type: none"> Accountable and Responsible Office updated 5-09-2023 Policy Committee reviewed and updated numbering format January 2022 Rebranded February 2021 December 9, 2016
Verified by	Office of the President, May 2023*

Related policy

Student Financial Accounts Policy #500-1-11

Associated policies, procedures, and guidelines

Academic and Performance Standards Required for Continuance in College Programs Admissions Policy #500-1-2

Code of Conduct Policy (Students) #500-1-1

Death of a Student Policy #500-1-14

Grading Policy #500-1-6

Learner Appeals Policy #500-1-2

Learner Records and Information Policy #500-1-16

Prior Learning Assessment and Recognition Policy #500-1-8

Transfer Credit Request Policy #500-1-9

Tuition and Fee Policy #500-1-15

Related legislation

None

Attachments

None