

College Procedure

PROCEDURE TYPE:	Administrative
PROCEDURE TITLE:	Fee and Refund – Post-Secondary Programs
PROCEDURE NO.:	ADMIN-210.1
RESPONSIBILITY:	Registrar
APPROVED BY:	Durham College Leadership Team
EFFECTIVE DATE:	May 2013
REVISED:	
REVIEW DATE:	March 2016

Introduction

This procedure is designed to outline the processes for establishing and generating fees each academic year, advising students of fees owing and payment dates, reporting of fees to the Ministry of Training, Colleges and Universities, and for the refunding of fees when students withdraw.

Definitions

Fees refers to monies owed the college prior to registration, including tuition, ancillary costs, mobile learning costs, if applicable, and program-specific incidental costs, if applicable.

Overload registration status refers to registration in more than 100 per cent of the total number of credit hours or courses in a program in a semester, according to the student's program of studies.

Part-time studies refers to registration in less than 70 per cent of the total number of credit hours or 66.6 per cent of the total number of courses in a program in a semester, according to the student's program of studies.

Procedure

A. Establishing Fees

Each academic year, fees for post-secondary programs must be established for the following:

Tuition fees

- 1) Tuition fees for domestic students are set in accordance with the Ministry's Tuition and Ancillary Fees Operating Procedure.
- 2) Tuition fees for international students fall outside the jurisdiction of the Ministry's Tuition and Ancillary Fees Operating Procedure. As such, these fees are established by the registrar, in consultation with the director, International Education.
- 3) The registrar establishes proposed tuition fee increases for each program based upon this policy.
- 4) A competitive analysis at comparative Ontario Colleges is completed in order to ensure that tuition rates remain comparable.
- 5) A final set of recommended increases is sent to the vice-president, Corporate Services and CFO, as well as the vice-president, Academic for review and/or amendment.

- 6) Tuition fees are finalized and the report for recommended increases is prepared for presentation to the Audit and Finance subcommittee of the Board of Governors and then to the board. The target date for presentation to the board is February, but this is entirely dependent upon the availability of the updated Ministry's Binding Policy Directive.

Mandatory ancillary fees

- 1) Mandatory ancillary fees are established in accordance with the details set out in the Durham College Fee Protocol Agreement – a joint agreement established with the DC-UOIT Student Association.
- 2) As per this protocol agreement, the college has the right to increase these fees by the annual cost-of-living increase. In November, the percentage increase is determined as per the Bank of Canada.
- 3) The Durham College registrar informs the UOIT registrar of the rate determined in order to ensure that the increase applied is consistent between the two institutions.
- 4) During the same timeframe, the Durham College registrar sends out a call to the college community for requests to add a new mandatory ancillary fee or to increase an existing fee above the percentage increase determined in Step 2. The deadline for submission is the first week of December.
- 5) The registrar receives and reviews all submissions and if he or she endorses them, meets with the Student Association to discuss the proposed changes.
- 6) Mandatory ancillary fees are finalized and the report for recommended increases is prepared for presentation to the Audit and Finance subcommittee of the Board of Governors and then to the board. The target for presentation to the Board is February.

Program specific ancillary fees

- 1) Program ancillary fees are established in accordance with the Ministry's Tuition and Ancillary Fees Operating Procedure. In early December, the Office of the Registrar sends out a request to each academic area requesting their submissions for program-specific ancillary fees for the next academic year. In this request, the schools are reminded of the guidelines by which fees can be charged.
- 2) The schools respond to this request with amendments to the fees that were charged in the previous academic year.
- 3) Submissions are reviewed by the registrar and any necessary follow-up for corrections or clarification is done with the individual schools.

B. Loading of fees

- 1) Once all of the above fees have been established, a master list is prepared by the registrar for the loading of fees to the system.
- 2) This list is shared with all academic areas as well as the International Education department and Financial Aid and Awards.
- 3) Fees are loaded and extensive testing is conducted throughout the process to ensure accuracy prior to the release of fee statements to students.

C. Generation of fee statements/fee payment

- 1) Upon completion of the loading of post-secondary fees, a fee statement is prepared for each student and made available through the applicant portal or through MyCampus.

- 2) The fee statement contains an overview of fees owing for the upcoming academic year, fee payment due dates, and fee payment options available. Students have a number of fee payment methods available to them:
 - Cash;
 - Credit card;
 - Debit card; and
 - Online banking.
- 3) Students have the option of paying all of their fees for the full academic year, or one-semester at a time. Students who are applying for financial assistance through OSAP must complete a 'Promissory Note' through the Office of the Registrar and make a minimum payment to hold their seat.
- 4) Once a fee payment has been processed against a student's account, he or she is eligible to register for courses.

D. Overload fees

- 1) Once the registration window closes for a semester and all paperwork is completed, a report is run for all students who are in overload registration status.
- 2) Fees for each additional subject enrolment are applied to each relevant student account based upon the number of additional course hours they are taking.
- 3) Affected students are notified by e-mail of the additional charges and of the fee payment due date.

E. Fees for part-time studies

- 1) Some students are required to register for part-time studies in order to make up for courses missed in previous semesters. Tuition and ancillary fees for these courses will be charged at the time of registration. Tuition fees are charged based upon the number of course hours being taken. Mandatory ancillary fees are charged based upon the number of part-time courses the student registers in.
- 2) After the 10th day of classes has passed, each student's course load will be reviewed. Students deemed to be at 'part-time status' will have their fees recalculated based upon the number of courses they are enrolled in. A refund of fees will be processed based upon the difference of fees paid versus fees owing.

F. Late payment of fees

- 1) First-year students (applicants) who do not pay their fees by the published deadline risk losing their seat in their program of choice.
- 2) Returning students who do not pay their fees by the published deadline will be charged a late payment fee. This fee is applied directly to the student account approximately two weeks after the fee deadline has passed.

G. Miscellaneous fees

- 1) Students may be charged for miscellaneous fees for services requested during the courses of the semester. These fees may include, but are not limited to:
 - Official transcripts;
 - Enrolment verification letters;
 - Duplicate diplomas/certificates;
 - Duplicate receipts;

- Academic appeals;
 - Grade appeals;
 - Missed examinations;
 - Credit transfer applications.
- 2) In January, the registrar consults with stakeholder departments to determine if an increase is required for any of these fees in the upcoming academic year.
 - 3) Increases for these fees typically reflect the same cost of living increase applied to mandatory ancillary fees.
 - 4) The fee is charged and paid for by the student at the time the service is requested.

F. Ministry reporting of fees

- 1) Each fall, the Office of the Registrar must report the fees charged for tuition to the Ministry. This audit of fees is required in order to ensure that the college has increased fees in accordance with Ministry guidelines.
- 2) The Office of the Registrar loads the tuition fee data into a software application that is provided by the Ministry.
- 3) The data is edited by the Ministry software and reviewed by the Office of the Registrar. Any necessary corrections are made and the process is repeated until all errors are resolved.
- 4) The final report is validated and submitted to the registrar for review and signing.
- 5) The registrar delivers the report to the president for signature and then submits the report to the Ministry.

G. Refund of fees

- 1) A full refund of tuition will be processed for students who officially withdraw from their program within the first 10 days of the start of an academic semester. For returning students, the refund will be for all tuition paid. For first-year students, the refund will be all tuition paid less an administrative fee of \$100.
- 2) Tuition refunds will be issued via college cheque directly to the student (or third-party if fees were paid that way).
- 3) Mandatory ancillary fees and program-specific incidental fees are non-refundable.

H. Refund appeals

- 1) If a student withdraws after the 10th day of classes, he or she is not entitled to a refund of tuition fees. If there are exception circumstances surrounding the withdrawal (such as medical emergencies or a death in the family), she or he may submit an appeal for consideration of a refund.
- 2) A student wishing to appeal a refund must do so in writing to the associate registrar, Records and Registration Systems and must provide all relevant documentation to substantiate her or his claim.
- 4) The associate registrar will acknowledge receipt of each appeal and will review the merits of each individually. If necessary, the associate registrar will contact the student for additional information or will consult with the academic school if further clarification is required.
- 5) If an appeal is granted, a prorated refund of tuition fees paid will be calculated based upon the number of weeks of classes the student had attended when he or she officially withdrew.
- 6) Upon review of the appeal, the associate registrar will respond in writing with her or his decision and if applicable, the amount of the refund the student will receive.

Roles and responsibilities

It is the responsibility of the registrar to ensure that this procedure is fully implemented.

Related policies, procedures and directives

Durham College Fee and Refund Policy ADMIN-210 and procedures – Continuing Education ADMIN-210.2 and Apprenticeship Programs ADMIN-210.3

Durham College Registration and Records Policy ADMIN-207 and procedures Post-Secondary Programs ADMIN-207.1, Continuing Education ADMIN-207.2, and Apprenticeship Programs ADMIN-207.3

Ministry of Training, Colleges and Universities - Tuition and Ancillary Fee Reporting Operating Procedure