

Policy Name:	Tuition and Fees Payment and Refund		
Policy No:	4.10	Approval Authority:	Board of Governors
Approval Date:	August 2017	Responsible Party:	Controller
Scheduled Revision:	August 2020	Responsible Office:	Office of Finance and Administration

Policy Statement

The University is accountable to funding providers and to the general public for ensuring that funds under its stewardship are collected and managed appropriately. The University ensures that amounts owing are collected in a timely manner, in which students have an equitable and transparent process for payment of tuition and fees, and for receiving refunds or credits on account, where applicable.

Reason for Policy

This purpose of this policy is to outline the requirements for tuition and fee payments, and to provide information on the conditions necessary for tuition refunds to be considered and approved.

Policy Applies to

- Students registered in credit classes in all departments and divisions of the University

Who Should Read this Policy

- All members of the university community

Contacts

Approval Authority: Board of Governors, Finance and Physical Resources Committee c/o Governance Office, 902-494-8114, governance@nscad.ca

Details on policy meanings and application: Office of Finance and Administration, 902-494-8117

Definitions

University: The Nova Scotia College of Art and Design, operating as NSCAD University

The Policy

1. Principles

- 1.1 Students are responsible for payment in full of tuition and fees by the published due dates.
- 1.2 Delay of payment of tuition and fees may be permitted by the University, for a limited period of time, if financial assistance is required from a third party recognized by the University.
- 1.3 Tuition may be refunded or credited to the students account on compassionate grounds if circumstances beyond the student's control prevented compliance with the University policies and procedures.
- 1.4 The University is committed to an equitable and transparent process for the collection of tuition and fees, and the issuance of refunds or credits on account where applicable.

2 Responsibilities

2.1 The Board of Governors has final authority on financial matters. The financial policies will be enforced through the Office of Finance and Administration.

2.2 By registering for classes, students agree to pay all applicable tuition and fees by the payment deadlines. It is the students' responsibility to familiarize themselves and comply with the financial regulations and payment schedules of the University. Registration is regarded as incomplete until all tuition and fees have been paid in full. Failure to comply may result in cancellation of enrolment at the University. Official withdrawal must be done through the Add/Drop process as outlined in the Academic Calendar and/or the University website.

2.3 The Office of Finance and Administration is responsible for the billing and collection of tuition and fees and processing refunds or credits to student accounts.

2.4 The Office of Student Experience and Registrar is responsible for the assessment and processing of adding or dropping courses, withdrawals from courses or programs and academic appeals.

3 Specific Requirements

3.1 Outstanding Fees

3.1.1 **Registration is not considered complete until the tuition and fees are paid.** The University reserves the right to cancel a student's incomplete registration if the required fees are not paid according to the payment deadline dates. Furthermore, no student will be permitted to register in the subsequent term if they have an outstanding and overdue balance owing to the University. Students who have overdue balances are at risk of losing their course selections for the term. Transcripts and grades will not be issued to students having an overdue balance with the University. In addition, at any point after the payment deadline, facility and computer network access will not be available to those students with an overdue balance. Graduating students with an outstanding account balance will not receive their diplomas or transcripts until all fees are paid. Interest and late charges will be applied to overdue accounts. If a student account has previously been in a delinquent status, full payment for future courses may be required prior to registration. The University uses the services of outside collection agencies and reserves the right to use any legal means to reclaim monies owing.

3.2. Tuition and Fee Payment Dates

3.2.1 Tuition and fee payment dates can be found on the University website. It is the responsibility of the student to familiarize themselves with the financial regulations of the University including payment due dates. Generally, tuition for the fall semester is due in full by mid-September, tuition for the winter semester is due in full by mid-January, and tuition for the summer semester is due in full by mid-May.

3.3 Refunds for Awards, Scholarships and Bursaries

3.2.1 Awards, Scholarships and Bursaries are credited to each student's tuition and fees first. Refunds for Awards, Scholarships and Bursaries in excess of regular tuition and fees for the fall and winter semesters can be requested from the Office of Finance and Administration after the official full session add/drop dates, usually mid-October, mid-February, and mid-June.

3.4 Refunds for Official Course Withdrawal(s)/Drops

3.4.1 Students who officially withdraw from credit classes within the withdrawal deadlines listed on the University website and/or Academic Calendar will receive a full or partial refund for tuition and fees. The amount of the refund is dependent on the timing of the official withdrawal. The withdrawal date is the date recorded by the Office of Student Experience and Registrar when the official Withdrawal or course Add/Drop form is received. Students wishing to withdraw or drop a course must do so in writing and the responsibility for initiating the course withdrawal rests with the student. **Ceasing to attend classes or advising the course instructor of intended withdrawal is not sufficient to register a formal withdrawal.** A fee is charged for completely withdrawing from a semester. See the Academic Calendar and/or the University website for details on the process and timelines for officially withdrawing from a course(s).

3.4.2 All tuition charges and outstanding fees accrued to the date of course withdrawals will remain due and payable on the student's account. The proportion of the refund is dependent on the timing of the official withdrawal.

3.4.2 All refunds that are due to a student will be first applied to outstanding debts owed to the University.

3.5 Refunds for Course Drops and Withdrawals After the Add/Drop Deadline Date

3.5.1 Students will be charged full semester tuition and fees unless a drop/withdrawal is processed by the University by the Add/Drop date. The Add/Drop deadline date is published in the Academic Calendar and/or on the University website.

3.5.2 Students may appeal to drop classes after the Add/Drop date by submitting a Student Appeal Form at the Office of Student Experience and Registrar. Approval for an Academic Appeal by the Academic Policy Appeals Committee to drop a class does not constitute an approval for a tuition refund.

3.5.3 Tuition and fees will not be refunded or credited to a student's account for courses dropped after the Add/Drop date. If there are unforeseen, extenuating circumstances (such as a serious documented medical illness) the student is required to provide evidence, such as an official medical certification from their health care professional, to the Office of Student Experience and Registrar that attests that the student was incapable of completing the Add/Drop process by the published timelines. Once sufficient official medical or legal evidence is received, the Office of Student Experience and Registrar will make a recommendation whether the University will issue a full, partial tuition refund or a credit. Any refund must be sanctioned by both the Office

of Student Experience and Registrar and the Office of Finance and Administration to be officially approved. Under no circumstances will a tuition refund be issued for withdrawals back-dated beyond six months from the date of the University receiving correspondence requesting a refund.

3.5.4 Eligible refunds for students who received student loans are subject to the student loan granting body guidelines.

3.5.5 Eligible refunds are refunded to the original payer and to the original method in which it was paid (wire transfer, debit, cheque, etc.)

3.5.6 Requests a refund or credit to account for the following situations will not be considered:

- Ignorance or misunderstanding of dates, deadlines, regulations and procedures
- Failure to complete procedures as required
- Registering for courses in which credit has already been received for coursework or by transfer credit
- Registering for a course without the appropriate pre-requisite, even with instructor permission
- Failing to attend a course for which the student is registered
- Personal financial difficulties, including registering for classes pending approval of student loans which are not approved
- Personal financial difficulties due to the loss of financial aid
- Withdrawing from a class to take employment

3.5.7 Eligible refunds are for tuition only, not for the refund of incidental fees including, but not limited to medical/dental coverage, student union fees, bus pass fees, etc.

3.5.8 The issuance of eligible refunds may trigger a T2202A amendment.

3.5.9 In some cases at the University's discretion, rather than a refund, students may receive a credit on their account. Credits not used within a year are typically forfeited and are non-refundable.

3.6 Notwithstanding any other provision in this policy and in the Academic Calendar, it is expressly understood by all students that the University accepts no responsibility to provide any course of instruction, program or class, or services in circumstances of utility interruptions, fire, flood, strikes, work stoppages, labour disputes, war, insurrection, the operation of law or acts of God or any other cause (whether similar or dissimilar to those enumerated) that reasonably prevent their provision.