

 Policy		Number: 8616		Title: Student Withdrawal and Refunds		
		Replaces	8610 - formerly B3002.1			
		Effective	August 25, 2015	Next review :	2018-04-09	
Executive Responsibility	Administrative Responsibility	Recommended by Policy Review Committee		2014-05-21		
Vice President Education and Students	Director, Student & Enrolment Services/Registrar	Recommended/Approved by Education Council		2015-08-25		
		Approved by President				

1 Purpose

The purpose of this policy is to:

- 1) establish clear, consistent principles and guidelines for the process of student withdrawal from their program , courses, or the College, and
- 2) articulate College guidelines for calculating and issuing refunds.

2 Scope

This policy applies to all students enrolled in Selkirk College courses or programs.

3 Principles

- 1) The College recognizes that students may need to withdraw from a course or program. There may however be financial and/or academic consequences for course withdrawal depending on the timing of the withdrawal. Student-initiated withdrawal is referred to as *voluntary withdrawal*.
- 2) From time-to-time it is necessary for the College to take action to withdraw a student from courses, a program and/or the College. These circumstances arise from 1) failure to meet requirements of probation as per Policy 8615: Standards of Academic Progress and Policy: 8619 Student Probation and/or 2) incidents covered under Policy 3400: Student Code of Conduct: Rights and Responsibilities. College-initiated withdrawal is referred to as *involuntary withdrawal*.
- 3) Academic and financial consequences of course withdrawal will be applied in a consistent and clear manner across College courses and programs.
- 4) Fee payment dates and withdrawal deadlines will be set by the Registrar and published on the website, in the Academic Calendar and in admission correspondence.
- 5) Refunds initiated within the scope of this policy are considered a normal occurrence and will be processed in a consistent, accurate and timely manner.
- 6) Refunds are initiated by a change to a student's registration record, overpayment of student account and/or return of refundable deposits. Changes may occur to a student record when courses are added or dropped or courses are cancelled.
- 7) There may be occasion where it can be rationalized to provide a student refund on the basis of exceptional circumstances, including for medical or compassionate reasons. These circumstances will be documented and approved by the Registrar or designate.

- 8) For the purposes of calculating a refund, the course start date, as recorded in the student record system, will be utilized in the refund calculation (opposed to first date of instruction or the date the student started attending the course).
- 9) Where possible, in order to encourage the student's return to the College, students will be encouraged to defer paid amounts for a subsequent registration period, over providing a refund. These deferred amounts will be placed in trust for the student's return to the College. There will be situations where this deferral will not be feasible for the student or the College, i.e. Student Loans.
- 10) When courses and/or programs are cancelled, students will be issued a full refund.
- 11) Refundable deposits may be reduced by any indebtedness to the College. Indebtedness may include the replacement cost for tools, library books, residence fees or other student arrears.
- 12) Refunds for sponsored students will be paid to the sponsor unless written authorization is received to pay the refund to the student. (except for student loan students)
- 13) Refunds for payment made by credit card will be issued in the same manner. (except for student loans)

4 Definitions

- 1) Refundable deposits are amounts paid to the College that are held in trust pending a decision to refund all or part of the deposit based on stated requirements/conditions.
- 2) Non-refundable deposits are amounts paid to the College that are not refunded to the student under normal circumstances. Non-refundable deposits include the amount paid by students to hold their seat in a given program, ie the seat deposit.
- 3) Tool deposits are amounts paid by the student for the privilege of utilizing College tools while studying in their program. Tool deposits are refundable.
- 4) Seat deposits are amounts established by the Registrar's office and charged to students to hold their seat in their chosen program. Seat deposit amounts may vary by program and are non-refundable.
- 5) Tuition fees are fee amounts assessed by the College for enrolment in courses and/or programs and specified in the Tuition Fee Bylaw.
- 6) Other student fees include amounts assessed by the College supplemental to tuition fees. These fees may include learning resource, student activity, Student Union (including health and dental), fees and/or fees also specified in the Tuition Fee Bylaw.
- 7) The Student Partners Program (SPP) is delivered in partnership with the Association of Canadian Community Colleges (ACCC) and provides a study permit application process for students planning to attend SPP member schools.

See Glossary of Education Terms *Policy 8610: Admissions and Standards Overview*

5 Procedures

5.1 Withdrawal Deadlines and Consequences

There are five withdrawal deadlines for credential-based programs which are based on the number of calendar days the withdrawal occurs after the course start date.

- 1) Prior to the start of the course
- 2) Within 14 calendar days of the course start date
- 3) Within the 15th to 21th calendar days of the course start date

- 4) After the 21st calendar days of the course start date
- 5) After 2/3 of the course, using calendar days

5.2 Withdrawal Process

5.2.1 Withdrawal from a Course or Program

- 1) To withdraw from a course or program a student must submit a completed Course Registration Change form to the Admissions and Records office.
- 2) The withdrawal date is considered to be the date on which the Admissions and Records Office receives the completed Course Registration Change form.
- 3) Normally, signatures of all of the relevant instructors are required on the Course Registration Change form.
- 4) A student enrolled in a program must consult the School Chair before withdrawing from any courses.
- 5) Students on a student loan should consult with Financial Aid regarding any course/program changes.

5.2.2 Withdrawal from College

- 1) To withdraw from the College, a student must submit a completed Course Registration Change form to the Admissions and Records office.
- 2) As indicated on the Course Change Registration form, it is recommended that the student meet with the School Chair, a counselor, or other member Student Access and Support for advice before withdrawing.
- 3) Signatures from individual course instructors are not required.
- 4) The Registrar's Office will inform the instructors of a student's withdrawal from the College.
- 5) Students are required to fulfill all outstanding obligations to the College.
- 6) Academic and financial consequences, outlined in Appendix A, Table, will apply.
- 7) Students on a student loan should consult with Financial Aid regarding any course/program changes.

5.2.3 Special Consideration

- 1) The Registrar may grant a withdrawal after the stated withdrawal deadline on the basis of special considerations.
- 2) Students experiencing extenuating medical or compassionate circumstances who wish to withdraw after any of the course withdrawal deadlines may apply for special consideration using the Request for Withdrawal for Medical or Compassionate reasons.
- 3) Special consideration may be granted on the basis of a student appeal and/or a situation requiring involuntary withdrawal.

5.2.4 See Appendix A for Academic consequences of withdrawal (Table 1)

5.3 Refund Procedures

5.3.1 Credit Programs

Refunds are based on the date the student notifies the Registrar's Office, in writing, of a student's intent to withdrawal from a course or program. A Course Registration Change form is normally used for this purpose.

A. *Domestic Students.*

- 1) Students are eligible to receive a full refund (less non-refundable deposit amounts) if the withdrawal takes place prior to the course start date.
- 2) A 75% tuition fee refund will be issued for course withdrawals that occur within the first 14 calendar days of the course.
- 3) A 50% tuition fee refund will be issued for course withdrawals that occur during the 15th to 21st calendar days of the course.
- 4) No tuition fee refunds will be granted after the 21st calendar day of the course,
- 5) Other student fee refunds will be based on the same refund schedule as above but are based on the number of courses, amount of the tuition fees and/or hours/credits enrolled.
- 6) Health and dental fees are non-refundable after the Opt-Out deadline communicated by the Student Union.
- 7) Refunds issued for documented medical or compassionate reasons will be reduced by the amount of the non-refundable seat deposit and will not exceed 75% of the assessed tuition and other fee amount. Amounts placed in trust for a student's return to the College will be 100% of the assessed fee amount. (except for student loan students)

B. *International Students.*

- 1) International students who withdraw after receiving an official letter of acceptance will be refunded any tuition fees paid, minus the non-refundable tuition deposit.

The non-refundable deposit is equivalent to the first semester tuition, including any upgrading courses.

Students wishing to change their Selkirk College program after arriving in Canada must obtain the written approval of the School Chair or Dean and Registrar to transfer their enrolment and tuition payment to another Selkirk College program. Selkirk College cannot guarantee that program change requests will be accommodated.

- 2) Returning Students:
 - who withdraw 30 calendar days prior to the course start date for any reason after paying tuition are eligible to receive a 50% refund of the semester tuition, upgrading fees and supplementary fees
 - who withdraw 29 calendar days before the course start date up to 14 calendar days after course start date will be eligible to receive a 25% refund of the semester tuition, upgrading fees and supplementary fees
 - no refund will be issued after the 15th calendar day of the course
- 3) Full refunds, less an administration fee, will be provided to students who do not receive their Canadian study permit. Students must notify Selkirk College in writing and provide documentation prior to the start of the semester (scanned, notarized copy of the original letter from the Canadian Embassy stating the reasons the visa was denied).
- 4) International students who wish to defer their application and any fees that have been paid to the next semester must do so in writing prior to the start of the semester. Student Partner Program (SPP) students can defer only one time. After deferral, sections 5.3.1.B (1 through 6) apply.
- 5) International students who pay by wire transfer will receive their refund by wire transfer or other mechanism that ensures prompt payment of the refund. The cost of the wire transfer will be

deducted from the refund amount.

- 6) International students who have their tuition and other fees paid by a sponsor or relative will receive a refund to the same account and/or person from which it was received, unless other directions are received in writing. No further documentation will be required. It is the student's responsibility to provide the College with adequate information to complete the wire transfer.

5.3.2 Continuing Education and Workplace Training

- 1) A full refund will be given for withdrawals made four business days prior to course start date.
- 2) 50% of the course fee will be refunded for withdrawals 1-3 business days prior to course start date.
- 3) No refund will be provided after the start of the course.

5.3.3 See Appendix A for Refund consequences of withdrawal

Domestic and International Students use Table 1

Continuing Education and Workplace Training Students use Table 2

6. Links to Supporting Forms

Course Registration Change Form

Request for Withdrawal for Medical or Compassionate Reasons

7. Other Relevant Documents and Policies

8610 Admissions and Standards Overview, Glossary of Education Terms

8611 Admission Policy

8612 Grading Policy

8613 Student Evaluation Policy 8614 Advanced Standing Policy

8615 Standards of Academic Progress

8617 Graduation

3400 Student Code of Conduct 8400 Student Appeals

6550 Protection of Privacy

Appendix A

Summary Tables of Withdrawal and Refund Deadlines and Consequences

Table 1

	Prior to Program/Course Start Date	Before Final Withdrawal Date As of course start date			After Final Withdrawal Date
		Calendar days 1 - 14	Calendar days 15-21	Calendar day 22 - 66% of course	
Timeframe	Up to 1st calendar day	Calendar days 1 - 14	Calendar days 15-21	Calendar day 22 - 66% of course	> 66% of course
Refund Domestic	100% tuition & fees *	75% tuition & fees *	50% tuition & fees *	\$0	\$0
Refund International	75% tuition & fees*	50% tuition & fees*	\$0	\$0	\$0
Transcript/Grade **	Not recorded on official transcript	"W" recorded on the student record but does not show up on official transcript	"W" recorded on student record but does not show up on official transcript	"W" recorded on student record but does not show up on official transcript	DNW or grade received will be on the Official Transcript Normally a "W" or "Withdrawal" is not available after the final withdrawal date.
Signatures	Student	Student/Instructor / Chair	Student/Instructor / Chair	Student/Instructor / Chair	Student & Registrar (special circumstances only)
Form Required	Completed online or with Admissions	Course Registration Change form	Course Registration Change form	Course Registration Change form	Course Registration Change Form or Medical or Compassionate Reasons Form
Processed By	Online by student or by Admissions/Records	Admissions/Records	Admissions/Records	Admissions/Records	Admissions/Records

* subject to withholding of non-refundable seat deposit

** Courses assigned a "W" grade will not be used in GPA calculations

Table 2

4 days prior to course start	1-3 days prior to course start	After course start
100% of tuition	50% of tuition	\$0

* CEWT programs only are using business days to determine refund amounts