

## Policy 8616: Student Withdrawals and Refunds

### A. PURPOSE

The purpose of this policy is to:

1. Establish clear, consistent principles and guidelines for student withdrawal from their program, courses, or the College.
2. Articulate clear principles for issuing refunds
3. Articulate transcript and grading consequences for withdrawals
4. Ensure refunds are issued responsibly as an organization that receives public funds

### B. SCOPE / LIMITS

This policy applies to students all enrolled in Selkirk College courses or programs except in cases where specific College-approved/Government-approved funding agreements exist or College-approved Memorandums of Understanding are applied.

### C. PRINCIPLES

1. The College recognizes that students may need to withdraw from a course or program.
2. The College considers withdrawals made early in the semester differently than later in the term.
3. Academic outcomes and financial outcomes related to course withdrawal will be applied in a consistent, clear, accurate and timely manner across College courses and programs.
4. Fee payment dates and withdrawal deadlines for the Regular Term will be set by the Registrar a minimum of 6 months prior to term start and published with the Important Date Section of the Academic Calendar.
5. Refunds may be withheld from the student and used to reduce any debt they have to the College or Student Union. Debt may include the replacement cost for tools, library books, residence fees, health and dental fee or other funds owed to the College or Student Union by the student.
6. Refunds are always issued in the name of the registered student except in cases of children's programming (eg. Babysitter course, summer camps), where a formal agreement exists (eg. Sponsorship), or under provincial or national loan regulations.
7. The College recognizes at times circumstances are beyond a student's control and require compassion and understanding.
8. The College recognizes its responsibility to collect and properly manage public funds.
9. The procedures for determining the method of how funds are returned to students is managed by the Finance Department.
10. In cases where a fee is a percentage-based student fee with a ceiling (maximum amount), refunds will only apply when the tuition refund amount recalculates to less than the ceiling.
11. Community Education and Workplace Training (CEWT) has different needs and requirements

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### D. DEFINITIONS

**Academic Calendar Programs** – all College programs and courses authorized for formal delivery by the Province of British Columbia and listed in the Academic Calendar.

**Alternative Schedule** – Courses (not including CEWT courses) that do not run on the Regular Term schedule listed in the Important Dates section of the Academic calendar. This includes a course or program starting before or after a regular term date, or a condensed or expanded offering (eg. Spring).

**Compassionate Withdrawal** – A request to withdraw outside of the deadlines due to a unique, unpredictable circumstance that affects the ability to effectively study for the duration of the course (eg. the passing of a close family member, relocation due to abuse, organ transplant match), or due to a situation in which the College is unable to deliver education due to situations outside of their control (eg. a placement closure or accessibility issue).

**International Student** – Any student attending Selkirk College on a Study Permit issued by the Government of Canada or a student not considered a refugee, permanent resident or citizen of Canada

**Medical Withdrawal** – A request to withdraw outside of deadlines with medical documentation from a provincially regulated medical professional (includes College Counsellors) stating that continuing studies is no longer possible.

**Non-refundable** - an amount established as being excluded from refunds

**Program Student** – Student who is enrolled in a program leading to credential

**Percentage-based Student Fees** – Student fees that are calculated as a percentage against the total amount of tuition, often with a fee ceiling (maximum amount).

**Refund** – the process of creating and returning a credit on a student account for any reason

**Seat deposit** – always non-refundable, an amount charged in the first term of a new program to signal that a student has accepted their seat in the program and intend to attend

**Student Fees** - amounts assessed by the College supplemental to tuition fees. These fees may include learning resource, student services fee, student activity, Student Union fees (including health and dental) and/or fees also specified in the Tuition Fee Bylaw.

**Tuition Fees** - are assessed by the College for registration in courses and/or programs and specified in the Tuition Fee Bylaw.

**Withdrawal** – The process of a student removing themselves from study resulting in a “W” grade

**Academic Year** – a period between August 1 – July 31

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**E. DATES AND OUTCOMES**

The College will set the dates for withdrawal and refunds as follows for Academic Calendar Programs:

i. Regular Term Delivery

<b>Deadline</b>	<b>Refund</b>	<b>Academic Transcript</b>
<p>Prior to the end of the first week of course</p> <p>Typically, early September or January</p>	<p>100% (minus seat deposit where applicable<sup>^</sup>) refund of tuition and student fees</p>	<p>Course removed from official transcript</p>
<p>On or prior to the Last Day to Withdraw with reduced financial penalty in Academic Calendar (Drop date)</p> <p>Typically, 3<sup>rd</sup> week in September/January</p>	<p>50% of tuition, flat-rate student fees and associated amounts as a result of recalculation of percentage-based student fees.</p>	<p>Course removed from official transcript</p>
<p>After the Last Day to Withdraw with reduced financial penalty in Academic Calendar (Drop Date)</p> <p>Typically, the 3<sup>rd</sup> week in September/January</p>	<p>No Refund except in situations where Medical or Compassionate Withdrawal conditions apply</p>	<p>Course remains on official transcript with "W" grade</p>
<p>After the Last Day to Withdraw (typically mid-November/March)</p>	<p>No refund</p>	<p>Grade as awarded by instructor (F if not enough work completed to grade) except in situations where Medical or Compassionate Withdrawal conditions apply.</p>

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ii. Alternative Schedule Delivery

<b>Deadline</b>	<b>Refund</b>	<b>Academic Transcript</b>
Within two calendar days of the course start date*	100% (minus seat deposit where applicable <sup>^</sup> ) refund of tuition, flat-rate student fees and associated amounts as a result of recalculation of percentage-based student fees.	Course removed from official transcript
Prior to the first third, between the course start and end date, using calendar days*	50% of tuition, flat-rate student fees and associated amounts as a result of recalculation of percentage-based student fees.	Course removed from official transcript
After the first third, between the course start and end date, using calendar days*	No Refund except in situations where Medical or Compassionate Withdrawal conditions apply	Course remains on official transcript with “W” grade
After the second third, between the course start and end date, using calendar days*	No refund	Grade as awarded by instructor (F if not enough work completed to grade) except in situations where Medical or Compassionate Withdrawal conditions apply.

\*When due dates fall to a day when the College is closed, due dates will be the next College business day.

<sup>^</sup>Seat deposits will not be withheld in situations where students are recommended to reduce their course load and remaining funds will be transferred to a future term.

**F. Seat Deposits**

Seat Deposit amounts will be clearly stated in all offers of admission.

Seat deposits are set by the Registrar’s Office in consultation with appropriate College stakeholders (eg. Program Deans, International Education). Amounts are permitted to be varied based on International student status, or program, but will be consistently applied within the academic year.

International Students who provide official documentation showing that they applied for a study permit and were officially denied by the Canadian Government will be refunded all but a \$150 reduced seat deposit to support processing.

**G. COMMUNITY EDUCATION AND WORKPLACE TRAINING**

Given the responsive nature of Community Education and Workplace Training (CEWT), policies for withdrawing and receiving a refund will be published by Community Education prior to the course being available for registration, based on the specific requirements of the course and any outside partnership considerations. Where no alternative policy exists, CEWT courses will default to this policy (eg. If no mention of Medical/Compassionate Withdrawal, Item “J” will be used).

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**H. SWITCHING OR REMOVING COURSES**

Students may switch courses, provided they are moving courses within the same program during the 100% refund period (as stated above) provided they add and remove courses at the same time.

Courses that are removed to reduce the overall workload are subject to the refund policy in the Dates and Outcomes charts.

**I. REQUIRED TO WITHDRAW**

There may be situations where violation of a policy or procedure at Selkirk College result in the consequence of withdrawal from courses or program. This is permitted within the scope of policy approved and passed by Selkirk College and may also be approved by the Dean or Registrar. In these situations, refunds will be issued in alignment with regular policy and any appeals sit within the procedures of the policy that issued the consequence (eg. Code of Conduct, Student Probation).

**J. MEDICAL AND COMPASSIONATE WITHDRAWALS**

Recognizing that situations occur beyond a student’s control, Medical or Compassion Withdrawals may be provided by the College on approval from the Registrar reviewing appropriate associated documentation. Definitions for what would be considered medical or compassion are indicated in the definition section of this policy.

All Medical and Compassionate withdrawals will be awarded refunds as follows (with funds being returned as listed in the principles above):

Regular Schedule	Alternative Delivery Schedule	Amended Outcome
Prior to the end of the first week of course Typically set early September or January	Within two calendar days of the course start date*	None – regular policy applies – no medical/compassionate refund required
On or prior to the Last Day to Withdraw with reduced financial penalty in Academic Calendar (Drop date) Typically set 3 <sup>rd</sup> week in September/January	Prior to the first third, between the course start and end date, using calendar days*	100% (minus seat deposit where applicable) refund of tuition, flat-rate student fees and associated amounts as a result of recalculation of percentage-based student fees. Course does not appear on official transcript.
After the Last Day to Withdraw with reduced financial penalty in Academic Calendar (Drop Date) Typically set the 3 <sup>rd</sup> week in September/January	After the first third, between the course start and end date, using calendar days*	50% (minus seat deposit) refund of tuition, flat-rate student fees and associated amounts as a result of recalculation of percentage-based student fees. “W” grade awarded on official transcript
After the Last Day to Withdraw Typically set mid-November/March	After the second third, between the course start and end date, using calendar days*	No refund – a late “W” grade awarded on official transcript

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Medical or Compassionate Withdraw will not be considered two months after a formal grade is awarded (including Incomplete ["I"] grades) except in cases of severe incapacitation (eg. hospitalization without release during the entire two-month period).

### K. OTHER RELEVANT DOCUMENTS AND POLICIES

3400 Student Code of Conduct  
6550 Protection of Privacy 8400  
Student Appeals  
8610 Admissions and Standards Overview  
8611 Admission Policy  
8612 Grading Policy  
8613 Student Evaluation Policy  
8614 Advanced Standing Policy  
8615 Standards of Academic Progress  
8617 Graduation  
8619 Student Probation

#### Responsibility, Recommendation and Approval Dates

**Executive Responsibility:** Vice President Students & Advancement

**Administrative Responsibility:** Registrar

**Recommended by Policy Review Committee:** 2021-11-17

**Recommended/Approved by Education Council:** 2021-12-14

**Approved by President:** n/a

**Linkage to Board Policy:**