

STUDENT FEE INVOICING AND PAYMENT PROCEDURE

Authorizer: VP Academic/Student Affairs & Human Resources

Version: V2

Effective Date: 5/1/2015

PROCEDURE STATEMENT:

Students are billed for tuition as well as program specific, compulsory and optional ancillary fees following the Ministry of Colleges and Universities Tuition and Ancillary Fees policy.

Students are required to accept and confirm their invoice(s) and adhere to fee due dates. If a student provides evidence satisfactory to Conestoga that they are sponsored by a third party, Conestoga may invoice the third party at its discretion. Proof of sponsorship must be provided to the Office of the Registrar.

SCOPE:

This procedure applies to all full-time cohort students enrolled in full-time delivered programs.

DEFINITIONS:

Cohort Program

An intake of a group of students enrolled in a specified program of study with a defined start and completion date.

Compulsory Ancillary Fees

Ancillary fees that a student is required to pay to enrol in or successfully complete any course or program of instruction. There are two types of compulsory ancillary fees:

- Program ancillary fees which are compulsory for students in applicable programs; and
- Institutional ancillary fees which are compulsory for all students.

Late Fee

A non-refundable fee assessed to student accounts in default.

Optional Ancillary Fees

Fees for services students may choose to access.

Program of Study

A planned and coordinated selection of courses delivered to an identified student body leading to a certificate, diploma, degree or other document awarded by the Board of Governors.

Student Fee Invoice

An accounting record of charges for tuition, program specific, compulsory and optional ancillary fees.

Student Status

- Full-time Cohort Student
 - Admitted to and enrolled in a minimum of 70 percent of the hours, or 66 2/3 percent of the courses in the current term/level of the program of study.
- Part-time Cohort Student
 - Admitted to and enrolled in a program of study and does not meet the full-time cohort student status.

Tuition Deposit

An amount that is paid as part of the student's total tuition fees for the academic year to hold a place in a program. This is a non-refundable fee.

Voluntary Withdrawal

Termination of studies initiated by the student.

RESPONSIBILITIES:

Admissions Officer

- Admits applicants to programs.
- Contacts confirmed Level 1 applicants who have not paid fees.

Associate Registrar

- Ensures processes and procedures for the program fee set up and billing are in place and adhered to.

Director, Registrarial Services

- Administration of MCU policies and College fee policies and procedures ensuring fee schedules are prepared, fee assessments/invoices are prepared, and fees are collected.

Manager, Client Services and Student Fees

- Ensures fee payment/collection processes are communicated.
- Ensures adherence to fee payment/collections procedures and processes.

Fees Clerk

- Enters fee and payment information.
- Processes payment schedules/arrangements for approved sponsor (i.e. Second Career) students.
- Clarifies fee information and processes to current students, prospective students and clients.

Fees Officer

- Primary contact for sponsor agencies to clarify fee invoices/information and processes.
- Clarifies fee information and processes to current students, prospective students and clients.

Students

- Follows fee payment processes and procedures related to enrolment and registration.
- Accesses fee invoice(s), selects optional fees, saves and confirms invoice(s).
- Ensures that they are in good financial standing by adhering to due dates and/or payment agreements.

PROCEDURE ELABORATION:

Fee and related fee due dates are established and approved following the Ministry of College and Universities Tuition and Ancillary Fees policy.

1. The Office of the Registrar publishes the approved tuition, compulsory and optional ancillary fees on the Conestoga web site and ensures that student fee invoices are posted to student accounts approximately 4-6 weeks prior to the deposit due date.
2. The student fee invoice includes the tuition deposit, tuition fee amounts, compulsory and optional ancillary fees, program specified fees if applicable and fee due dates by term and academic year.
 - a. The tuition deposit is charged only once to students enrolled in consecutive terms of study during the academic year except in the case of:
 - i. students who take a term off from their studies.
 - ii. students on co-op work terms.
 - iii. students who elect to switch their program of study at Conestoga.
 - b. The tuition deposit due date(s) for all full-time programs with a
 - i. fall start date or considered to be a fall intake is mid-June.
 - ii. winter start date or considered to be a winter intake is early October.
 - iii. spring start date or considered to be a spring intake is early February.
 - c. Subsequent tuition fee billing is based on the number of academic terms that the student is scheduled to participate in for the academic year.
 - i. If the total length of the study period is less than 21 weeks, there will be one (1) invoice billed for the academic year.

- ii. If the total length of the study period is between 21 and 40 weeks, there will be two (2) invoices billed for the academic year.
 - iii. If the total length of the study period is more than 40 weeks, there will be three (3) invoices billed for the academic year.
 - iv. Subsequent tuition fee due date(s) for students is one (1) month prior to the start date of the study period start except for the winter term when it is mid-November.
- 3. Students must access each Student Fee Invoice(s) through the student portal (invoices are not mailed):
 - a. Log onto the [Student Portal](#)
 - b. Select 'Financial tab' and go to 'MyInvoices'
 - i. Select invoice for the appropriate term
 - ii. Make optional fee selections, 'Save and Confirm' the invoice.
 - iii. Invoice(s) must be saved for enrolment to be confirmed. Once selections are saved changes may not be made.
 - c. Go to 'MyFees' to view the final billing total for the term.
 - i. To pay a Student Fee Invoice select the 'Program Fees Payment' tab.
 - ii. The program invoice will be displayed.
 - iii. Follow the subsequent screen instructions to select and complete payment.
 - iv. All payments must be made online. In-person payments are not accepted. If web banking or mailing a certified cheque/money order is the preferred payment option, payment must be **received** by the due date (not submitted or mailed on the due date.) Please allow **3-5 days** for processing.
 - v. Payments received after the stated due date on the invoice will be assessed the late fee of \$150.
- 4. **Year One/First-level domestic students** are expected to pay the tuition deposit and fees by the due date or risk being removed from the program.
 - a. **Students in levels beyond level one** who have ***not*** paid the tuition deposit fee by the due date ***but prior to the*** due date for subsequent fee payments may submit the deposit provided the invoice is available through the student portal.
 - b. A student who has ***not*** paid the deposit fee, saved and confirmed their invoice, paid fees by the deadline and wishes to be enrolled, they will be assessed the late fee upon enrolment.
- 5. **Year One/First-level (out of country) international students** are expected to pay the tuition deposit within 30 days of date of acceptance or risk having their offer expire.
 - a. Upon confirmation of deposit, fee invoice(s) will be generated and posted to the student portal.

- b. Students must confirm, save invoice(s) and pay fees by the deadline provided in the Letter of Acceptance. Late fees may be applied to payments made after the deadline date.
6. **Year One/First-level (in country – second program) international students**
- a. Must pay fees by the deadline provided in the Letter of Acceptance or risk having their offer expire.
 - b. Students must confirm and save invoice(s). Late fees may be applied to payments made after the deadline date.
7. Students are **not** eligible for enrolment/registration in future term(s) until the invoice(s) have been 'Saved & Confirmed' and fees have been paid in full by the due date.

Tuition Fee Payment Default

If a student fails to comply with the subsequent tuition fee due date(s), Conestoga has the right to apply late fees, deny release of academic information (transcript), place the student on a financial hold, refuse future and/or deny program/course registration, and/or forward the outstanding fee information to a collection agency.

8. The Fees Clerk/Officer will:
- a. apply late fees to enrolled students with outstanding accounts/payments received after the due date.
 - b. remove students in levels greater than 1, who have pre-registered status and have not paid fees.

Tuition Fees Follow-up

A student will be considered in default and not in good financial standing when the payment due date is not adhered to.

9. The Fees Clerk/Officer notifies students regarding outstanding fees during the fees follow-up process. If the account remains unsettled the Fees Clerk/Officer:
- i. places a financial hold the student's record which will prevent registration and/or achievement information and letters to be released.
 - ii. removes the student from future terms.
 - iii. forwards the account to the Finance Office for further action.

REFERENCES:

International Student Withdrawal and Refund Procedure
Program and Course Withdrawal and Refund Procedure
Student Enrolment Procedure Full-Time Cohort Programs
Student Fees Policy

REVISION LOG:

May 27, 2015

Policy and Procedure Committee

June 24, 2015

Academic Coordinating Committee

December 11, 2019

Academic Forum

January 13, 2020

Academic Coordinating Committee