



## **STUDENT FEE INVOICING AND PAYMENT PROCEDURE**

Approved by: Academic Coordinating Committee

Authorizer: Associate Vice-President, Marketing, Enrolment Management, and Registrar

Reference Code: SA26 V1

Effective Date: 5/1/2015

### **PROCEDURE STATEMENT:**

Students are billed for tuition and compulsory ancillary fees following the Ministry of Training, Colleges and Universities Tuition and Ancillary Fees policy. Students are required to pay full fees by the due date.

If a student provides evidence satisfactory to Conestoga that he/she is 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 registered in full-time delivered programs. For part-time non-cohort students, payment of fees is required at the time of course registration.

### **DEFINITIONS:**

#### **Ancillary Fees**

- Fees for items not covered by the tuition fees established for a course or program that students are required to pay.

#### **Cohort Program**

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

#### **Late Fee**

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

**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 and incidental/compulsory 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 session/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.

**Tuition Fees**

- Fees charged to students representing their contribution towards the operating and capital costs of academic program delivery and general overhead for the institution.

**Voluntary Withdrawal**

- Termination of studies initiated by the student.

**RESPONSIBILITIES****Admissions Officer**

- Admits applicants to programs
- Follows up with Level 1 confirmed applicants who have not paid fees

**Associate Registrar**

- Ensures adherence to procedures, processes and timelines.
- Maintains the processes and procedures for billing and fee payment/collections processes.

**Fees Clerk**

- Enters fee and payment information
- Processes payment arrangements for approved Second Career students

- Contacts students/prospective students to clarify fee information and processes

**Fees Officer**

- Primary contact for sponsor agencies.
- Contacts students/prospective students to clarify fee information and processes.

**Student**

- Accesses fee invoice and payment information through the student portal.
- Ensures that he/she is in good financial standing by adhering to due dates and/or deferral agreement.
- Be aware of fee payment processes and procedures related to registration and enrolment.

**PROCEDURE**

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

1. The Office of the Registrar publishes the approved tuition and compulsory ancillary fees on the Conestoga web site and ensures that student fee invoices which include the tuition deposit, tuition fee amounts and due dates are posted to student accounts approximately 4-6 weeks prior to the deposit due date.
  - 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 semester off from their studies.
    - ii. Students on coop work terms are excluded.
    - iii. Students who elect to switch their program of study.
    - iv. Applicants who fail to meet their admission conditions will have the deposit refunded if paid.
  - 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.

Total Study Period Length	Invoices Billed for the Academic Year
Less than 21 weeks	1
21 - 40 weeks	2
More than 40 weeks	3

- d. Subsequent tuition fee due date(s) for students:

- i. *without* an Ontario Student Assistance Program (OSAP) approved entitlement is one (1) month prior to the start date of the study period start with the exception of the winter term where it is mid-November.
    - ii. *with* an Ontario Student Assistance Program (OSAP) approved entitlement is the first day of the start date of the respective term.
- 2. Students access the Student Fee Invoice(s) through the student portal by following these instructions:
  - a. Log onto the [Student Portal](#) which requires the seven-digit Conestoga Student Identification number.
  - b. Select 'Financial tab'
    - i. To view and/or print invoice(s) select the 'Invoice' button at the end of the line that contains the program and semester(s) to be viewed.
    - ii. To pay a Student Fee Invoice select the 'Program Fees Payment' tab.
      - 1. The program invoice will be displayed.
      - 2. Follow the subsequent screen instructions to select and complete payment.
- 3. **First-year/First-level students** are expected to pay the tuition deposit by the due date or risk being removed from the program.
- 4. **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.
  - a. A student who has ***not*** paid the deposit fee and the subsequent tuition fee payment by the deadline and wishes to be enrolled will be assessed the late fee.
- 5. Students are ***not*** eligible for registration in subsequent semester(s) until *all* outstanding fees have been paid in full.
  - a. Outstanding fees are forwarded to the Finance department for follow-up and collection purposes.

**REFERENCES:**

STUDENT FEES POLICY

PROGRAM WITHDRAWAL AND REFUND PROCEDURE

**REVISION LOG:**

Policy and Procedure Committee

May 27 2015

Academic Coordinating Committee

June 24 2015