

<b>Procedures:</b>	<b>Tuition and Fee Collection</b>
Associated Policy:	Credit and Collection Policy, AF 4.0
Procedure Holder:	Office of the Registrar
Original Date:	October 2019
Next Review:	October 2021

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## 1. Purpose and Background

See Credit and Collection Policy.

## 2. Guiding Principles

The Admissions and Registrations office will work with students to keep in good financial standing with the institution. The Admissions and Registrations office will communicate regularly with students with outstanding tuition balances and provide payment opportunities that are accessible.

## 3. Definitions

See Credit and Collection Policy.

## 4. Procedures

### 4.1 Communication with Students

Students will receive information on how to pay their tuition and fees once they have registered for courses through email from the Admissions and Registrations office. A link to the Money Matters page on the University website will be included in admissions letters to newly accepted students, outlining how to pay tuition and what takes place if a student is not in good financial standing.

Students will be communicated with monthly by email after the registration period begins and weekly during the month tuition and fees are due. Communication will include information on the ways to submit payment for funded and non-funded students and the consequences for not meeting the payment deadline (refer to Academic Regulation 2.14).

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Students with confirmed funding who require more time to pay their tuition will be eligible for a tuition deferral as approved by the Associate Registrar.

#### **4.2 Post Tuition Payment Deadline**

An outstanding student account report will be run the day after tuition and fees are due and will be provided to Finance to ensure all funded students have been accounted for.

Up to ten working days after tuition and fees are due, a final outstanding student account report will be run with a hold being placed on all student accounts with an outstanding tuition and fees balance. A final communication will be sent to these students confirming that access to registration, library services and official documents will be restricted until the account is paid in full.

#### **5. Exceptions to the Procedures**

The intent of these procedures is to provide common and fair treatment to all company accounts, student accounts, and funders. Should a reasonable exception be considered, arising from out of the ordinary circumstances, this will be communicated to the Associate Registrar.

#### **6. Problem Solving**

Any questions arising out of the content or communication of these procedures or disputes arising from a decision made as a result of applying the policy should be first reported to the Associate Registrar, who will endeavor to find a resolution with all stakeholders. Failing such a resolution, the matter should be reported to the Registrar and Dean of Enrollment Services.

#### **7. Forms**

Tuition Deferral form.

Third party authorization form.

#### **8. Appendices**

Academic Regulation 2.14

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**9. Document History**

Include all updates here, including housekeeping changes, beginning with formal approval.

<i>Date</i>	<i>Update</i>
October 2019	Approved by Yukon College President.