1.0 POLICY:

Students may receive a refund or partial refund of tuition, student fees and special and material fees according to the regulations of this policy.

2.0 RATIONALE:

2.1 When a student registers for a class or is accepted to a program, the University assumes the student will attend. Therefore, when a student drops a course or does not attend a program, the University may hold back some tuition or student fees.

2.2 Notwithstanding 2.1, the University endeavors to provide a modest period of time for students to drop a course and receive a refund.

3.0 SCOPE AND DEFINITIONS:

3.1 This policy applies to refunds of program deposit, tuition, and special and material fees. Application fees, service fees and miscellaneous fees are non-refundable and therefore not within the scope of this policy.

3.2 For the purpose of this policy and for calculating refunds, calendar days will be used (including holidays and weekends).

3.3 MacEwan is committed to consistent, fair and transparent decision-making. However, MacEwan reserves administrative discretion to consider all circumstances when applying this policy and regulations.

4.0 REGULATIONS:

4.1 The Vice President Student Services is responsible for the administration of this policy.

4.2 The Office of the Registrar is responsible for publishing refund information for students.

4.3 Financial Services is responsible for issuing refunds.

Program Deposit Refunds

4.4 Program Deposits are non-refundable except as outlined for international applicants.
4.4.1 **Deposits for First Year International Applicants**

Deposit refunds at the rate of 50% for out-of-country applicants are non-refundable after 12 months from the offer of admission.

The deposit for in-country applicants is non-refundable.

4.4.2 **Study Permits and Program Deposits**

If an international applicant’s Study Permit is denied and a copy of the denial letter is received by the Office of the Registrar, the program deposit will be refunded in full.

**Tuition and Special Material Fees Refund**

4.5 Students are responsible for formally withdrawing from courses they no longer wish to attend according to deadline and other information published by the Office of the Registrar.

4.6 For course withdrawals, the amount refunded is calculated according to the scheduled refund category. The effective withdrawal date is the date reported by the Office of the Registrar (not the date the student stops attending classes) or the date the transaction was recorded on the student information system via a web transaction.

4.7 Non-attendance, NSF cheques, stop payment on a cheque or charge card and non-compliance to a signed and authorized payment plan do not constitute notice of withdrawal for the purpose of applying for a refund or to have tuition and student fees removed. The student will be responsible for any outstanding tuition and student fees. Refer to policy E1055 Withdrawal from University Programs.

4.8 The Registrar (or designate) may grant refunds for extenuating medical or other circumstances. The Registrar is responsible for publishing procedures relating to the process for requests.

4.9 Refunds will be issued by Financial Services following the approval of the refund. Financial Services is responsible for publishing information relating to refund time lines and methods.

4.10 Tuition and/or fees paid by Alberta Works; federal, provincial or territorial student loan programs; and/or pre-approved Third Party Sponsorships will normally be made directly to the payer.
4.11 For any program or course cancelled by the University, a 100% refund will be processed automatically.

4.12 For non-credit courses with a published commitment to “Guaranteed Student Satisfaction”, the refund category may be waived. Alternate forms of compensation such as a refund of tuition, a gift certificate or a discount coupon may be determined by the appropriate continuing education department as authorized by the continuing education manager or administrator.

4.13 Over and above the information under each refund category as listed below, if a student returns materials in unused/new condition as determined by the program within 15 calendar days from the start of the course, the student will be eligible for a 100% refund of special and material fees.

Refund Categories for Degree, Diploma and Certificate Programs

4.14 Refund Category U1: Regular session courses that follow the Academic Schedule

4.14.1 U1 100% Refund: Students must officially drop the course on or prior to the add/drop deadline as indicated in the Academic Schedule.

4.15 Refund Category U2: Variable session courses not in Alignment with the Academic Schedule

4.15.1 U2 100% Refund: Students must officially withdraw within 4 calendar days from the start of the course.

4.16 Refund Category U3: Courses that require a non-refundable deposit (courses may include but are not limited to those with a travel abroad component):

4.16.1 U3 Refund: Prior to the published refund deadline date, students may receive a full refund less the non-refundable deposit. No refund is available after the published deadline date.
Refund Categories for Extension Studies

4.17 Refund Category E1: For courses more than 4 weeks in length

4.17.1 E1 Refund: A 100% refund minus an administrative withdrawal fee per course is available to students who withdraw before the day of the second scheduled class. No refund is available after the deadline date.

4.18 Refund Category E2: Workshops/Seminars/Short Courses (4 weeks or less)

4.18.1 E2 Refund: A 100% refund minus an administrative withdrawal fee per course is available to students who withdraw five calendar days before the first scheduled class. No refund is available after the deadline date.

Miscellaneous Refund Policies

4.19 Refund Category M1: Other Fees (i.e. Note sales, books, etc.) and Sponsorships

4.19.1 M1 Refund A: If “other” items are provided or distributed prior to or on the first day of class, there will be no refund available once the course has started. A 100% refund will be available prior to the course start date if items are returned in unused/new condition.

4.19.2 M1 Refund B: When courses are offered on behalf of or paid for by another learning institution or sponsoring agency, the refund category will be in accordance with the signed contract. Students must contact their program for further refund details.

Appeals

4.20 Decisions of the University with respect to refunds are not subject to Appeal under policy E3103 (Student Appeals). However, the Registrar (or designate) may review requests as per regulation 4.8.
FACT SHEET

DATES:

Approval 81.11.19
Review 2016.02

SOURCE:

81.11.19 Approved 81.11.19 by Board Motion 8-6-81/82. Replaces Policy 8.4 approved by Board motion 7-2-78/79.
86.01 Amended 86.01 with changes to regulations and procedures, as approved by Executive Officers’ Committee 85.10.15.
98.05.14 Approved revisions 98.05.14 by Board motion 5-5-14-97/98.
2000.10.24 Revision of policy approved by Executive Committee.
2003.02.01 Terminology updated (position titles). Format updated.
2008.06.12 Approved revisions by Board motion 01-6-12-2007/08.
2009.10.08 Terminology updated to reflect name change to Grant MacEwan University. Approved by Board motion 01-10-8-2009/10
2011.02.10 Revisions approved by Board motion 01-02-10-2010/11.
2014.12.18 Revised to remove clauses 4.14.2 and 4.15.2 regarding 50% refunds. Approved by Board motion 06c-12-18-2014/15.

IMPLEMENTATION DATE: Effective September 1, 2015

RELATED POLICIES

- C1025 Course Outlines
- C2025 Academic Schedule
- C5010 Admissions
- D3020 Accounts Receivable
- E1055 Withdrawal from University Programs
- E2110 Assessment and Payment of Tuition and Student Fees
- E2116 Special and Material Fees
- E3101 Student Rights and Responsibilities