

Student Account Policy

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Approved By:

Board of Governors

Presidents and Vice Presidents

1 Purpose

This document outlines the Sheridan College Institute of Technology and Advanced Learning (Sheridan) policy on students' financial obligations upon application and registration with Sheridan.

2 Scope

This policy applies to all students who apply and register with Sheridan.

3 Definitions

Academic year: covers the period between September 1 in any year and August 31 of the following year.

Accounts Receivable hold: A hold that is applied to the student's account when they have an outstanding balance exceeding \$100. A student with an Accounts Receivable hold on their account cannot register in a future term and may experience other service limitations.

Applicant: An individual who has applied to a part-time or full-time program, including all statuses (applied, offered, accepted (confirmed), and paid).

Award: a catch all term used in this policy to describe scholarships, bursaries, and awards.

Collections: A student account that is in arrears and has been sent to an external agency contracted by Sheridan to recoup outstanding fees owed to the College.

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

- **Program fees** - compulsory for students in applicable programs
- **Institutional fees** - compulsory for all students. Fees support services and activities distinct from academic programming or general overhead for the institution (e.g., convocation fees,

student activity fees, athletic fees, health care and insurance fees).¹

Domestic student: A student who falls into one of two categories:

1. **Canadian Citizen:** a citizen of Canada as defined in the *Citizenship Act*, or a person registered as an Indian as defined in the *Indian Act*; or
2. **Permanent Resident:** a permanent resident as defined in the *Immigration and Refugee Protection Act*. This includes a person who has:
 - a. been granted “permanent resident” status and has not had that status revoked; or
 - b. met all preliminary requirements for permanent resident status and presents a copy of the letter which confirms that Citizenship and Immigration Canada has accepted their application for permanent resident status.²

Fees: Funds owed to Sheridan include but are not limited to, the tuition deposit, tuition fees, and compulsory ancillary fees (program or institutional).

Full-time enrolment: Enrolment in a college program of instruction for at least 70 percent of the credits or 66 $\frac{2}{3}$ percent of the courses required for the program of instruction in a given term or reporting period.

International student: A foreign national who is authorized under the [Immigration and Refugee Protection Act \(Canada\)](#) to enroll as a student in an educational institution in Canada.³

Late fee: A fee charged, per term, when a student has not paid their fees by the published term deadline, and there is more than \$100 in outstanding fees owing.

Overdue student account: A student account with a past due balance greater than \$100. For this policy, the definition is restricted to a student account with a past due balance that has not been sent to collections.

Part-time enrolment: Enrolment in one or more courses comprising less than 70 percent of the credits and 66 $\frac{2}{3}$ percent of the courses required for a full-time program of instruction in a given term or reporting period.

Refund: Reimbursement of fees paid to Sheridan.

Reversal of charges: Removal of charges that have been applied to a student account in a given term.

Student: An individual who is admitted and paid their tuition deposit, or who is registered in courses at Sheridan. Individuals who are active in a program (currently enrolled in courses or enrolled in the last term), but not enrolled in classes for a particular term (e.g., on a vacation or co-op term) are considered to have a continuing student relationship and are included in the definition of student.

¹ Tuition and Ancillary Fees Minister’s Binding Policy Directive: Colleges of Applied Arts and Technology Policy Framework. Ministry of Colleges and Universities. 2021-22 and 2022-23, page 3.

² Enrolment Reporting and Audit Guidelines, Ministry of Training, Colleges and Universities, revised May, 2015, page 5.

³ Tuition and Ancillary Fees Minister’s Binding Policy Directive: Colleges of Applied Arts and Technology Policy Framework. Ministry of Colleges and Universities. 2021-22 and 2022-23, page 5.

Tuition deposit: An amount that is paid as part of the student's total tuition for the academic year to secure a student's enrolment at a college.⁴ Up to \$500 of the tuition deposit may be non-refundable.

Tuition fees: A fee charged to a student that represents their contribution towards the operating and capital costs of academic program delivery and general overhead for the institution.⁵

4 Policy Statement

This document provides the policy that guides internal processes and procedures related to fees, refunds, award disbursements, financial appeals, and the responsibilities of applicants, students, and Sheridan.

The Responsible Office(s) is: The Office of the Registrar

4.1 Responsibilities of the Applicant

The applicant is responsible for familiarizing themselves with the details of the application period and fee, OCAS, and Sheridan deadlines (e.g., application deadlines, tuition deposit deadlines) and keeping their application status active by ensuring their fee and deposit are received by applicable deadlines.

The applicant is expected to regularly review their application profile and student account to understand and ensure that:

- payments have been posted to their student account;
- tuition deposit or balance is paid in full by the applicable deadline; and
- notice is provided to the Student Accounts team on matters related to their account.

4.2 Responsibilities of the Student

The student is responsible for familiarizing themselves with the details of the Student Account policy, Sheridan deadlines (e.g., fee payment deadlines, withdrawal deadlines) and keeping their account in good standing by ensuring their payment is received by the applicable deadlines.

The student is expected to regularly review their student account to understand and ensure that:

- payments have been posted to their student account;
- balances are paid in full by the applicable deadlines;
- applicable fee reversals and/or refunds have been issued;
- requested information is provided (e.g., a fee estimate, T2202); and
- notice is provided to the Student Accounts team on matters related to their account (e.g., payment submitted with the incorrect ID).

⁴ Tuition and Ancillary Fees Minister's Binding Policy Directive: Colleges of Applied Arts and Technology Policy Framework. Ministry of Colleges and Universities. 2021-22 and 2022-23, page 7.

⁵ Ibid.

4.3 Responsibilities of Sheridan

Sheridan is responsible for:

- adhering to the policies and procedures outlined in this document;
- completing the processes and transactions related to student accounts in a timely and accurate fashion;
- communicating/notifying students in a timely manner; and
- ensuring transparent and replicable processes.

4.4 Fees

Tuition and compulsory ancillary fees are Board approved prior to being posted to the student's account summary, and where applicable, must adhere to the *Tuition and Ancillary Fees Minister's Binding Policy Directive, Colleges of Applied Arts and Technology Policy Framework* issued by the Ministry of Colleges and Universities (MCU).

Consistent with MCU policy, all tuition and compulsory ancillary fees are published by Sheridan before the deadline for accepting offers of admission for new students, and by the registration deadline for returning students.

The student may opt to pay their fees for the entire academic year, or for one term at a time. An exception applies when Immigration, Refugees and Citizenship Canada (IRCC) requires payment of fees from international students for the entire academic year for specific study permit purposes (i.e., Student Direct Stream).

The student must pay a non-refundable tuition deposit once per academic year, except for first-year international students who must pay for the first term fees in full.

The student must pay their fees using a payment method supported by Sheridan by the applicable payment deadline, available in their offer of admission letter or on Sheridan's website. Information about payment options is available on Sheridan's website.

4.5 Payment Plan

Sheridan's payment plan is offered on a per term basis to new domestic students and all returning students who meet the following criteria:

- do not have an Accounts Receivable hold on their account; and
- are not enrolled in joint programs, apprenticeship programs, dual credit programs or Continuing and Professional Studies programs.

The student must opt into the payment plan by the applicable posted deadline and is expected to make payments according to the schedule available on Sheridan's website and in myStudent Centre. A student who fails to meet the conditions of the payment plan is subject to Sheridan's Overdue Student Account procedure.

4.6 Overdue Student Account

Students with balances greater than \$100 cannot register in a future term.

A student who fails to make full payment of their fees to Sheridan by the applicable deadline will be charged a late fee and have an Accounts Receivable hold placed on their account.

Sheridan sends email notifications to a student who has an overdue account to their Sheridan student and personal email addresses, including contact information for setting up a Financial Fee Arrangement (FFA). If no action is taken (i.e., set up an FFA or pay their account in full) within two consecutive terms of receiving their first email notification, their account is sent to an external collection agency.

4.7 Refunds

Refunds are issued to students at the end of each term if they have a credit balance on their student account. If a refund is being requested mid-term, it must be submitted via the Refund Request form available online.

All future term fees paid towards a program or course that is suspended or cancelled by Sheridan are refunded in full, except when the student is provided the opportunity to complete the program/course.

4.8 Award disbursements

If the student has an outstanding balance, the award (unless otherwise noted by the funder) is applied against the outstanding balance on their student account, and any credit is issued to the student by the end of the term.

Sheridan issues award disbursements through *Interac* e-Transfer using the Sheridan student email address.

4.9 Appeals: Fee Refund/Reversal of Charges

Sheridan recognizes that extenuating circumstances can occur that may impact a student's ability to remain enrolled in a program and/or course(s). A student seeking a refund / reversal of charges for a circumstance(s) that occurs after the published withdrawal deadline must submit an appeal to Sheridan's Fees Refund / Reversal of Charges Appeal Committee.

5 Related Documentation (procedures / additional policies / forms)

Student Account Procedures

[Application for Fees Refund/Reversal of Charges form](#)