ELC Tuition Refunds and Withdrawals

Updated May 2018
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Scope: English Language Centre, Registrar’s Office

Purpose: To maintain registrations, tuition fee assessments and refunds in Banner for all ELC students

Processing Registrations
When an ELC student pays either the $500 tuition partial payment or the total tuition for a term, ELC will register the student into the placeholder course (ESLC 0001 A01) in Banner/Aurora. This registration will trigger the student’s fee assessment of:

- $500.00 Non-refundable ELC Tuition (detail code NR96)
- $3600.00* ELC Tuition (detail code T96)
- $100** Application fee (detail code T96)

*Tuition amount as determined for Winter Term 2018, subject to change.
**Application fee as determined for Winter Term 2018, subject to change.

Processing Withdrawals
If a student wishes to withdraw from the ELC program, there are 4 scenarios:

1. Pre-Program Withdrawal
Student withdraws prior to the start of the program and qualifies for:
   - 100% refund of tuition
   - 0 refund of the Non-refundable tuition

   ELC staff will need to drop (DD/Record Remove) from their registration in SFAREGS. This will result in the system refunding 100% of the Tuition and keeping the Non-refundable tuition.

2. First Week Withdrawal
Student withdraws within the first week of classes and qualifies for:
   - 50% refund of tuition
   - 0 refund of the Non-refundable tuition

   ELC staff will need to drop the student (DD/Record Remove) from their registration in SFAREGS. This will result in the system refunding 100% of the Tuition and keeping the Non-refundable tuition.

   ELC staff will then need to email their Records Advisor in the Registrar’s office to request that 50% of the tuition be added as a charge to the student’s account for the term. The email must provide the following details:

<table>
<thead>
<tr>
<th>Student Number</th>
<th>Student Name</th>
<th>Detail Code</th>
<th>Description (max 30 characters)</th>
<th>Term</th>
<th>Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>T96</td>
<td>Tuition – 50% refund</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
3. Voluntary Withdrawal
Student withdraws after the first week of classes and qualifies for:
• 0 refund of tuition
• 0 refund of the Non-refundable tuition

ELC staff will need to withdraw the student (using the DV code) from their registration in SFAREGS. This will result in the system keeping both 100% of the Tuition and the Non-refundable tuition.

4. Exceptional Circumstances Withdrawal
Student withdraws from the program due to exceptional circumstances (RARE) and qualifies for:
• 100% refund of tuition
• 100% refund of the Non-refundable tuition

ELC staff will need to drop the student (DD/Record Remove) from their registration in SFAREGS. This will result in the system refunding 100% of the Tuition and keeping the Non-refundable tuition.

ELC staff will then need to email their Records Advisor in the Registrar’s office to request that 100% of the Non-refundable tuition be reversed on the student’s account for the term. The email must provide the following details:

<table>
<thead>
<tr>
<th>Student Number</th>
<th>Name</th>
<th>Detail Code</th>
<th>Description (max 30 characters)</th>
<th>Term</th>
<th>Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>NR96</td>
<td>Non-Ref Tuition – 100% refund</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Note: If at any time, ELC staff is unable to process a registration change in Banner due to timing (eg. the DD option is no longer available to drop a student), staff can send an email to their Records Advisor in the Registrar’s Office to process the registration change on their behalf.