

Policy Title: Withdrawal and Refund

Category:	<input type="checkbox"/> Institutional - Board <input checked="" type="checkbox"/> Academic - Administrative <input type="checkbox"/> Institutional - Administrative <input type="checkbox"/> Employment - Administrative		
Approved by:	<input type="checkbox"/> Board <input checked="" type="checkbox"/> President		
Date approved:	April 25, 2024	Effective date:	June 1, 2024
Policy Sponsor:	Dean, Undergraduate and Graduate Education and Vice President, Administration and Finance (co-sponsors)	Date last reviewed:	April 25, 2024
Date of Mandatory Review (expiry date):	April 2029	Date of last revision of Procedures:	March 30, 2023

1. POLICY

This policy is subject to statutory obligations related to fees as required by government statute.

1. Voluntary Withdrawal

- a. Students who wish to withdraw must notify the Registrar in writing of their intent to withdraw from their program of study.
- b. A \$500 non-refundable withdrawal fee will be charged to the student or deducted from any refund owing.
- c. Ceasing to attend classes does not constitute withdrawal.
- d. The date of withdrawal will be determined by the date of receipt of notification by the Registrar.
- e. Students who withdraw from a course before half of the course is completed, or who withdraw from the academic year prior to or on the published withdrawal deadline, will receive a "W" (withdrawal) on their official student record and credit will not be awarded for the course or for any courses where a final grade was not earned.

A grade of "W" will not be calculated into the student's GPA at CMCC.

The date of withdrawal and an academic status of "Withdrawal" will be recorded on the official student record.

- f. Students who withdraw from a course after half of the course is completed, or who withdraw after the published withdrawal deadline will receive a "WF" (Withdrawal with Failure) on their official student record, and credit will not be awarded for the course or for courses where a final grade was not earned.

A grade of "WF" will be calculated into the student's GPA at CMCC.

The date of withdrawal and an academic status of "Withdrawal with Failure" will be recorded on the official student record.

- g. The institution shall advise the student, in writing, of the terms and conditions of the withdrawal and the conditions for readmission, if any. Any student who withdraws from the program and wishes to return must reapply. The new application shall be dealt with at the sole discretion of the institution.

2. Administrative Withdrawal

- a. Students may be withdrawn from CMCC by the Administration for academic failure, non-attendance, academic offences, or violation of other CMCC policies.
- b. Students who have been withdrawn from the program will receive a grade of "F" on all incomplete courses.
- c. The date of the administrative withdrawal and an academic status of "Withdrawn" will be recorded on the official student record.
- d. The institution shall advise the student, in writing, of the terms and conditions of the withdrawal.

3. Refunds

- a. Students who register at CMCC are considered to have committed to a seat in the program. In the event the student withdraws after the start of the program, it is difficult for CMCC to offer the vacated seat in the program to another student. Refund calculations have been designed with this reality in mind.
- b. The Year I Registration Fee and \$500 withdrawal fee are non-refundable.
- c. A full refund of tuition and ancillary fees that have been collected will be made if:

- i. the student rescinds the Student Registration Agreement by providing notice to CMCC within two days of signing the Student Registration Agreement as part of their annual registration.
 - ii. the student gives the institution written notice before the program start date that the student does not intend to start the program, or
 - iii. the student does not give any notice to withdraw from the program before the program start date and does not attend the first 10 consecutive days of the program.
- d. A refund of tuition fees that have been collected for services not yet provided is given to the student, subject to paragraph (e) below, if:
- i. the student gives the institution written notice of intent to withdraw, or
 - ii. the program is discontinued or suspended for any reason.
- e. For students who entered the program prior to the 2024-2025 academic year:
- CMCC calculates the refund of tuition by subtracting the amounts earned by CMCC for services provided, calculated on a monthly basis, and rounded to the nearest quarter month from the tuition fees paid in advance.
- For students who entered the program in the 2024-2025 academic year or later:
- CMCC calculates the refund of tuition at 50% of the annual tuition if a student withdraws after the program start date but before the withdrawal deadline, as published in the Academic Calendar. No tuition will be refunded if a student withdraws from the program after the withdrawal deadline, as published in the Academic Calendar.
- f. A refund of the student health care premium will only be made provided that the student withdraws or opts-out of coverage prior to the change of coverage period as designated by the insurance provider. After that, the plan is administered in accordance with the terms and conditions of the insurance provider.
 - g. All ancillary fees are neither refundable nor transferable upon the commencement of the program.
 - h. If a student has received a scholarship, bursary or award that has been administered as a credit to their student account, the amount credited will be forfeited and will be calculated into the balance owing to CMCC.

- i. Before any refund is given to a student, all obligations to provincial or federal funding agencies will be made by Financial Aid in accordance with the designated jurisdictional policies and procedures.
- j. If a student is entitled to and has made a demand in writing for a tuition fee refund and CMCC has not paid the amount of the refund within 30 days of the demand, or arranged for the Trustee to pay the amount of the refund within that period, the student may apply to the Trustee to have the refund directly paid to them out of the unearned tuition fee held in trust for that student [Post-Secondary Education Choice and Excellence Act, 2000 O. Reg. 279/02, s.10.(9)]. The student will be required to present a copy of the Student Registration Agreement in the event they make a claim against the security.

2. PURPOSE

To regulate the withdrawal and refund process associated with voluntary and administrative withdrawals from a CMCC academic program.

3. SCOPE

All CMCC students, excluding students from the United States.

4. INFORMATION AND COMPLIANCE PLANS (not a comprehensive list)

- Ontario Student Assistance Program Performance Requirements, 2016
- Post-Secondary Education Choice and Excellence Act, 2000 O. Reg. 279/02, s.10.(9) requires that CMCC publish the process for applying for a refund of tuition fees to the Trustee in cases where there is an entitlement to a refund and CMCC has not met the 30 day time limit for disbursement.
- United States Higher Education Act of 1965, as amended, Title IV – Student Assistance

5. RELATED POLICIES (not a comprehensive list)

- Academic Standing and Status
- Attendance – Students
- Graduation
- Leave of Absence
- Part-time Student
- Program Completion – Graduate Studies Residency Program
- Program Completion – Undergraduate
- Return of Title IV Funds (R2T4) (U.S.)
- Satisfactory Academic Progress (U.S.)

- Student Promotion – Graduate Studies Residency Program
- Student Promotion – Undergraduate

6. DEFINITIONS

Administrative withdrawal refers to the withdrawal of a student by the Administration due to academic failure, non-attendance, academic offences, or violation of other CMCC policies.

Ancillary fees are mandatory fees assigned at the time of registration to provide for programs and services that are complementary to the academic program. They include, but are not limited to, the Students' Council Fee, SCCA Fee, Graduation Fee, and Student Health Insurance fees. Ancillary fees also include, but are not limited to, any additional fees paid to CMCC such as examination re-read fees, deferred exam fees, note service, transfer credit application fees, and peer tutoring.

A student who does not report to classes, laboratories, small groups, Team-Based Learning (TBL), and clinical experiences for the first 10 days of the program year will be deemed as in non-attendance.

Tuition is defined as the amount charged to an individual student for the administration and delivery of the academic program.

Voluntary withdrawal is defined as withdrawal initiated by the student for a variety of reasons.

Year I registration fee is a one-time, non-refundable fee remitted to CMCC upon the acceptance of the offer of admission to Year I of a CMCC academic program.

New Policy Approved (date):	Joining Academic Withdrawal and Withdrawal & Refund policies – August 30, 2018
Policy Revision History (dates)	Withdrawal and Refund - October 28, 2010 March 28, 2013 February 25, 2016 June 29, 2017 Withdrawal and Refund last revised May 31, 2018 Academic Withdrawal – June 10, 2010 March 28, 2013 February 27, 2014 Academic Withdrawal last revised April 27, 2017 Withdrawal and Refund March 30, 2023 April 25, 2024

-----**END OF POLICY**-----

7. PROCEDURES

1. A student considering a voluntary withdrawal from their academic program should seek advice from the Director of Education, Director, Graduate Studies, the Student Success Advisor and/or the Registrar to explore all options. If a decision is made to withdraw, the student must inform the Registrar in writing.
2. If a student is entitled to and has made a demand in writing for a tuition fee refund and CMCC has not paid the amount of the refund within 30 days of the demand, or arranged for the Trustee to pay the amount of the refund within that period, the student may apply to the Trustee to have the refund directly paid to him or her out of the unearned tuition fee held in trust for that student [*Post-Secondary Education Choice and Excellence Act, 2000* O. Reg 279/02, s. 10. (9)]. The student will be required to present a copy of their Student Registration Agreement in the event they make a claim against the security.
3. For students receiving federal financial aid assistance from the United States Department of Education, the Return of Title IV Funds (R2T4) Policy applies.

New Procedure Approved (date):	August 30, 2018
Procedure Revision History (dates)	March 30, 2023

8. ATTACHMENTS

None.