

Student Debt Policy

1. Purpose

- 1.1. establish guidelines for decision making, when determining which services (including registration) are available to students with an overdue balance, and
- 1.2. reduce the annual Allowance for Doubtful Accounts, and
- 1.3. reduce the inefficiencies and subjectivity of exceptions

This policy will aid in the enforcement of student debt terms and help with the communication of those terms to the University community. It requires endorsement at the highest level of management to be successful.

2. Jurisdiction/scope

- 2.1. This policy applies to all students in credit studies at Saint Mary's University.

3. Policy

3.1. Registration:

- 3.1.1. Students with account balances less than \$1000 can register in future courses and maintain their current registration without being charged a late fee.
- 3.1.2. Spring and Summer registration begins in February
- 3.1.3. Fall and Winter registration begins in April

3.2. Spring and Summer Terms:

- 3.2.1. Registered students with a spring or summer balance of \$1000 or more are charged a \$50 late fee (in the applicable term) plus interest if their account remains outstanding after 30 days.

- 3.2.2. Students with balances \$1000 or more from a prior term, are deregistered from 2nd summer session on the first business day of July. Fall and winter registration is maintained.

3.3. Fall Term:

- 3.3.1. Students with balances \$1000 or more from a prior term, are deregistered from fall and winter term courses during the last week of August.
- 3.3.2. Registered students with a fall term balance of \$1000 or more, are charged a \$50 late fee, plus interest if outstanding over 30 days.

3.4. Winter Term:

- 3.4.1. The University recognizes that students make a financial commitment to attend an academic year (September through April). Student loans and other sources of funding, along with study visas and the expectations of immigration all focus on the academic year. We further recognize there may be issues which arise transferring funds from some countries. However, the University expects students to plan accordingly and ensure they have the resources to attend university and therefore our policy for winter registration requires students to have paid at least 60% of their fall term before continuing in the winter.
- 3.4.2. Students with balances of \$1000 from a term prior to the preceding fall, are deregistered from the winter at the beginning of November.
- 3.4.3. Students who are registered in the academic year, who have a balance greater than 40% of the value of their total fall fees (includes tuition, fees, residence and meal plan charges) will be contacted via email and asked to pay their account or make an acceptable payment arrangement with the Service Centre. Acceptable arrangements generally require students to pay at least 60% of their fall tuition to maintain winter registration or be able to provide evidence of secured funding. Students who fail to make a payment will be deregistered from their winter courses at the beginning of November. Scholarship funding is considered a payment towards the 60% requirement.

3.4.4. Students who pay at least 60% of their fall fees but still have a fall balance, will be contacted via phone or email to make payments, but can maintain winter registration.

3.4.5. Registered students with a winter term balance of \$1000 or more are charged a \$50 late fee if their account remains outstanding after 30 days.

3.5. Pre-Payment:

3.5.1. The Service Centre reserves the right to require pre-payment of tuition when a student has a history of paying late. Multiple late fees is an indicator of poor payment history.

3.6. Transcripts and Letters:

3.6.1. Students with balances of \$10.00 or more are not entitled to receive transcripts and letters with the following exceptions:

3.6.2. The Service Centre will send transcripts and letters needed to obtain funding from student loans, scholarships and RESP withdrawals, directly to the applicable party.

3.6.3. The Service Centre will not send transcripts and letters needed for immigration or employment purposes. An exception may be authorized by the Director, Service Centre & Financial Aid & Awards or designate, when these services are needed to obtain funding. In these cases, the transcript or letter is sent directly to the applicable party.

3.6.4. Confirmation of enrollment letters for current or past terms are available to students provided they are currently registered.

3.7. Graduation:

3.7.1. Students with an outstanding account may be denied graduation and/or not permitted to attend the convocation ceremony.

3.7.2. Parchments are available when accounts are paid.

3.7.3. Financial graduation awards may be withheld or applied to outstanding balances when a student has an outstanding account.

3.8. Penalties:

3.8.1. **Fall & Winter Late Fees:** Each term, a \$50 late fee applies to registered students with balances of \$1000 or more, which are 30 days past due.

3.8.2. **Spring and Summer Late Fees:** Each term, a \$50 late fee applies to registered students with balances over \$1000, which are 30 days past due.

3.8.3. **Pre-Payment:** Pre-pay holds apply to accounts who have had multiple terms of late payments.

3.8.4. **Interest:** Applies when accounts are 30 days outstanding and are assessed at the rate published in the official fee schedule.

3.9. Delinquent Account and Collections

3.9.1. The University reserves the right to refer any delinquent student account to a third-party collection agency if no payment activity has occurred within six (6) months. In such cases, the student will be informed via email. As outlined above, non-payment will result in a hold being placed on transcripts, letters, parchments, future registration, and re-admission until the balance is paid in full.

Additional Approval Information

- a) **Policy Number:** 5-1010
- b) **Approving Authority:** Executive Management Group
- c) **Approved:** January 11, 2019
- d) **Responsible Office:** Enrolment Services
- e) **Responsibility:** Associate Registrar, Enrolment Services, Service Centre and delegates
- f) **Revision Date(s):** June 19, 2025, January 11, 2019
- g) **Supersedes:** Not applicable
- h) **Next Required Review:** 2029