

## **Aurora College Experience Guarantee Temporary Changes to Aurora College Policies – COVID-19**

### **C.30 Student Withdrawal**

Because of COVID-19, the following sections of policy C.30 Student Withdrawal are in place for the fall semester of 2020 (all other sections of policy C.30 Student Withdrawal remain in place).

**Section 1.7** – A student may withdraw from an Aurora College program or course without academic penalty if they withdraw prior to November 7, 2020.

**Section 1.10** – A student who withdraws after November 6, 2020 and who does not receive approval for withdrawal due to extenuating circumstances will receive a fail (F) mark.

**Other** – On the Student Withdrawal Request Form , the student shall clearly state the reasons for withdrawal and shall circle reason #7 other and write “Aurora College Experience Guarantee” in the Comments section of the form. The student is further asked to complete a short exit survey which will help Aurora College to improve its programs and services in the future.

Students may receive a tuition refund (see policy J.01 and temporary changes to policy J.01 below).

### **Deadlines**

October 9, 2020 – last day to withdraw and receive 100% tuition refund

November 6, 2020 – last day to withdraw and receive 50% tuition refund

Policy C.30 and these temporary changes do not apply to Continuing Education courses.

## **J.01 Program-Courses Withdrawal Tuition Refund**

Because of COVID-19, the following sections of policy J.01 Program-Courses Withdrawal Tuition Refund are in place for the fall semester of 2020 (all other sections of policy J.01 Program-Course Withdrawal Tuition Refund remain in place).

**Section 1.3** – The College will refund 100% of the program or course tuition when, prior to October 10, 2020:

- A part-time student withdraws from a course; or
- A full-time student withdraws from a course and becomes a part-time student; or
- A full-time student withdraws from a program; or
- In all cases where tuition is calculated based on each course and not full-time / part-time status.

**Section 1.4** – The College will refund 50% of the program or course tuition when, after October 9, 2020 but prior to November 7, 2020:

- A part-time student withdraws from a course; or
- A full-time student withdraws from a course and becomes a part-time student; or
- A full-time student withdraws from a program

**Section 1.5** – The College will make no tuition refund to a student who withdraws from a program or course after November 6, 2020.

**Other** - On the Withdrawal Tuition Refund Form, the Admissions Officer will write in the appropriate section of the form:

- Prior to October 10, 2020 – 100% of tuition paid
- After October 9, 2020 and prior to November 7, 2020 – 50% of tuition paid
- After November 6, 2020 – No tuition refund

**C.44 Registration**

Because of COVID-19, the following sections of policy C.44 Registration are in place for the fall semester of 2020 (all other articles of policy C.44 Registration remain in place).

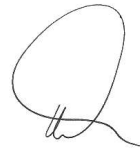
**Section 6.5** – A student who withdraws from a course under the Aurora College Experience Guarantee as outlined above in C.30 Student Withdrawal and prior to November 7, 2020 will be allowed three registrations in the course.

**Authority**

These temporary changes to policy are made by the President, Aurora College under the authority of Aurora College policy G.04 Crisis and Emergency Management, sections 3.1 and 3.2.

**APPROVED**

**PRESIDENT:**



**DATE:**

Jun 26, 2020

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## **POLICY**

Aurora College requires that an individual who participates in a course and/or program be registered.

## **PRINCIPLES**

1. A standard registration process enables the College to maintain and provide students and former students with an accurate account of their performance.
2. A standard registration process enables the College to collect and provide accurate data for decision making.
3. A standard registration process provides the College with information that it needs to be accountable to funding agencies and to meet its fiduciary responsibilities (e.g. acquiring additional insurance when students are taking part in practicums, culture camps, or field trips).
4. Registration creates a contract between the student and the College that obliges the student to meet specific responsibilities and Aurora College to ensure that the student receives the services they are entitled to, as outlined in Bylaw #1 *Student Conduct*.

## **SCOPE**

This policy applies to all individuals taking courses and/or programs that are delivered by Aurora College and that are tracked in its Student Information System.

### **1.0 REGISTRATION - CAMPUS**

- 1.1 Students will have a letter of acceptance signed by the Registrar to register in a program as a student.
- 1.2 Students will register before attending any classes.

### **2.0 REGISTRATION – COMMUNITY LEARNING CENTRE**

- 2.1 Students registering in a program or course will complete a registration form, and an application form if they have not already done so, with the Community Adult Educator.
- 2.2 Completed registration forms, and application forms if applicable, will be sent to the Registrar's Office.

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**3.0 CONTINUING EDUCATION**

- 3.1 Registration dates and procedures for people wishing to enrol in Continuing Education courses, workshops, and seminars will be available from the Continuing Education Office at each campus.

**4.0 LATE REGISTRATION**

- 4.1 All late registrations will be managed by the Registrar in consultation with the program manager or Community Adult Educator.
- 4.2 If a program has a limited number of spaces, the Registrar, in consultation with the program manager, may determine a deadline for no shows and offer the space to a wait-listed applicant.
- 4.3 If a student is accepted into a program that has limited space and that has adopted a deadline for no shows, the student will be advised in their letter of acceptance of the no show deadline date and the consequences if they do not show up for class by that date.

**5.0 STUDENTS WITH OUTSTANDING ACCOUNTS**

- 5.1 Former Aurora College students whose accounts receivable have been forwarded for collection will not be permitted to register until all accounts with the College have been paid in full.

**Note:** Accounts receivable from former students are forwarded for collection when the individual has ceased to be an Aurora College student for 180 days. (see policy *J.07 Collection of Accounts Receivable*).

- 5.2 Students who owe funds from the current academic year or the previous academic year will not be permitted to register until all accounts with the College have been paid in full. (Aurora College Bylaw #3, *Student Loss of Privileges, Penalties, Sanctions, and Appeals*, subsection 9.1)
- 5.3 Students who have not received their funding prior to registration may be permitted to register if they have been approved for financial credit. (see policy *J.04 Student Financial Credit*)
- 5.4 Notwithstanding sections 5.1, 5.2 and 5.3, students owing a nominal amount of money to Aurora College may be allowed to register.
- 5.5 When an employer contracts with the College for seats in a Continuing Education course, the participants selected by the employer may be allowed to register regardless of their

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financial standing with the College. Participants may receive the document of recognition for this course only. No other penalties for non-payment of student accounts will be waived.

**6.0 GENERAL**

- 6.1 Students are responsible for submitting all completed documents required for registration.
- 6.2 To be registered, students will comply with all registration procedures, including payment of fees associated with registration. (see policy *J.02 Fees*)
- 6.3 Students are responsible for informing in writing the Office of the Registrar at their campus or their Community Adult Educator of any changes to their name. Students will provide documentation showing their former and current names (e.g. driver's licence, marriage certificate, etc.). Community Adult Educators will forward this information to the Registrar's Office.
- 6.4 Students are responsible for making sure the College has their current mailing address, registration status, and other pertinent information. Students will either update their online profile in the Student Information System or provide the College with this information in writing.
- 6.5 Students are allowed only two (2) registrations in a single course unless it is a repeatable course (e.g. special topics courses). The program manager has the authority to approve subsequent registrations in a course.
- 6.6 A student who is registering in a program or course that is being delivered by Aurora College through an agreement with another post-secondary institution, trade organization, or other accrediting body may be required to abide by the academic policies of the organization with which the College is partnered.
- 6.7 References in this policy to Aurora College staff members in authority (e.g. Registrar, Director of Finance/CFO) may include a designee acting on their behalf.

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**SUPPORTING PROCEDURES, FORMS, AND RULES**

The Vice President, Student Affairs (or designee) is responsible for managing the supporting procedures, forms, and rules for this policy.

**RELATED POLICIES**

*C.12 College Application, Admission, and Continuation*

*C.29 Audit Status*

*C.30 Student Withdrawal*

*J.02 Fees*

*J.04 Student Financial Credit*

*J.07 Collection of Accounts Receivable*

**RELATED AURORA COLLEGE BYLAWS**

Bylaw #1 Student Conduct

Bylaw #2 Academic Standards

Bylaw #3 Student Loss of Privileges, Expulsion, and Appeals

**FACT SHEET****DATES:**

1994-06	Policy <i>C.44 Registration</i> issued.
1995-12	Policy revised. Policy and Planning Motion #3-1996 Board of Governors Motion #22-1996 Implemented July 1, 1996
2010-10-04	Policy revised. Board of Governors Motion #BG53-2010 Implemented November 1, 2010
2017-02-11	Policy revised. Policy and Programs Committee Motion #PP03-2017 Board of Governors Motion #BG08-2017 Implemented March 1, 2017
2019-12-04	Policy revised. Approved by Administrator, Aurora College Ref.#Admin-23-2019. Implemented December 4, 2019.