

Requests for Reconsideration of Fees

Part I

Reasons for the Guidelines

- 1.1 This document is intended to provide clear guidelines when reviewing and making decisions related to student requests for reconsideration of tuition and fee assessments.
 - a) To identify the parameters and processes related to the submission and review of requests for the reconsideration of tuition and fee assessments at the University of Manitoba.
 - b) To ensure fair and consistent guidelines related to requests for reconsideration of tuition and fee assessments.
- 1.2 The University of Manitoba's Board of Governors has delegated the responsibility of tuition and fee assessments to the University Secretary and the Vice-Provost (Students), who have delegated initial consideration of requests to the Registrar's Office.
- 1.3 The Office of the Registrar and Enrolment Services (ORES) is responsible for assessing tuition fees, ancillary fees and other related fees for students enrolled in degree programs and courses. Fee payment deadlines are published in the Academic Calendar each year.
- 1.4 Requests for reconsideration of tuition and fee assessments are initially received by the ORES, who will make decisions at the first level based on the criteria noted in *Part IV Guidelines*. If a request is denied at this first level, the student may ask the ORES to forward their request to the second level committee, if eligible to do so.

Part II

Definitions

- 2.1 **Refund** means to reimburse a student for fees already assessed to a student's account, through either payment to the student or the application of a credit to the student's account.
- 2.2 **Reversal** means to remove an outstanding, unpaid fee from the student's account.
- 2.3 **Non-Refundable** refers to fees where students have already received the benefit or were eligible to receive the benefit by the time they withdraw, and as such, will not be refunded or reversed. These fees include, but are not limited to, UPass, Sport and Recreation Fee, International Student Health Insurance and UMSU Health and Dental Insurance Fees.

Part III

Application

- 3.1 This process applies to University of Manitoba students who are charged tuition and fees related to enrolment in their degree credit program/courses at the Undergraduate and Graduate levels.

- 3.2 The ORES is responsible for the application and administration of this process.
- 3.3 The University Secretary and the Vice-Provost (Students) will review this document every five years.

Part IV

Guidelines

- 4.1 All students are responsible for payment of all applicable tuition and fees for the courses/programs in which they enroll.
- 4.2 Students are expected to familiarize themselves with fee payment policies, fee payment deadlines, drop dates and refund policies as they pertain to the courses/programs in which they are registered. Requests for reconsideration of fees will not be considered on grounds that the student was not aware of, or misinterpreted, university policies.
- 4.3 Requests for reconsideration of fees are only granted in exceptional circumstances, based on the submission and documentation provided.
- 4.4 Authorized and Voluntary Withdrawals are separate processes that provide an academic, not a financial accommodation. Receiving Authorized or Voluntary Withdrawals does not automatically guarantee a reversal or refund of fees.
- 4.5 Appeals must be submitted within 12 months of when the tuition and fees are eligible for reconsideration (e.g., 12 months from the date when a student VWs from a course, or the date when a student is granted an AW from a course). At their discretion, in extraordinary circumstances, either the ORES or the second level committee, may consider requests for reconsideration of fees beyond this timeline, if the delay is directly related to the circumstances of the request. All fee appeals are considered on their own merit.
- 4.6 The fact that a student has Voluntarily Withdrawn from a course or been given an Authorized Withdrawal does not automatically result in a tuition refund or reversal. Grounds that will be considered are:
 - a) **Medical Grounds**, such as a physical or psychological illness, condition or crisis/crises. Requires documentation from a Healthcare Provider in a regulated profession that clearly and objectively supports the claims made in the appeal.
 - b) **Critical Illness or Death** of a person of significant meaning to the student. The submission should indicate the significance of the relationship. Requires documentation such as a Certificate of Death, obituary, funeral program, or Healthcare Provider statement.
 - c) **Relocation** due to employment commitments of the student, spouse, or in the case of a minor – parent or guardian. Requires documentation from employer.
 - d) **Military Commitments** that are unforeseen and interfere with studies (deployment). Requires documentation from the Commanding Officer.
 - e) **Compassionate Grounds** related to a significant, unanticipated circumstance such as eviction, family breakup, being a victim of crime or other life crisis. Supporting documentation is required to assess the grounds.

- f) **Administrative Errors or Oversight** where a University of Manitoba staff member makes an error or the application of a policy is challenged in terms of fairness. Supporting documentation is required from the person(s) responsible for/or knowledgeable of the situation.
- g) **Non-attendance** where a student has registered for courses but never attended. Student must submit statements from professors documenting non-attendance or, for international students or asylum claimants, proof of rejection of Student Authorization, and/or proof of attendance at another institution.
- h) **Special circumstances:** where a graduate student was told to audit a course but was not informed that they would have to pay additional fees. These students would be allowed the option to drop or delete the course with no financial penalty or would be required to pay the auditing fee to remain in the course.
- i) **Other situations**, which do not fall into the above categories, may be considered on a case-by-case basis. Documentation will be dependent on the situation.

4.7 Requests for reconsideration will not be considered:

- a) where the student remains registered in the affected courses.
- b) for courses with grades on file, where the student has completed the courses and expects to retain credit.
- c) where financial hardship is the sole reason for the appeal.
- d) where a student was required to withdraw from a course or program, unless granted Authorized Withdrawals for the term in question.
- e) where discipline relating to academic/non-academic misconduct was imposed, impacting the requested term or course.
- f) where the student is deemed culpable for the situation which precipitated the withdrawal from the course or program.

4.8 A decision of the ORES may be considered by the second level committee in those instances where the request for reconsideration exceeds \$1000.

Contributing Factors in the Request for Reconsideration of Fees Decision

4.9 When reviewing requests for reconsideration of fees, both committees will consider the student's written submission, documentation and academic record, as well as, but not limited to, the factors noted below:

- a) Participation in courses and course-related activities
- b) Benefits to be realized by a student, such as maintaining full-time status for study permits, loans, or other purposes
- c) Adherence to the recommended course of action such as seeking counselling, following medical advice, registering with Student Accessibility Services and whether an issue was addressed in a timely manner

Part V

ORES Procedures

- 5.1 A student's request for reconsideration of fees, including form, statement letter, and supporting documents, must be submitted to the ORES by the student or their representative.
- a) The Student may seek advice and representation from a Student Advocate, a representative from the University of Manitoba Students' Union, a representative from the Graduate Students' Association, a member of the University Community not receiving payment, a member of the Student's immediate family or other support person as may be appropriate. It is the sole responsibility of the Student to determine the adequacy of the Student's representation.
- 5.2 Normally fee appeals are reviewed within 30 business days from the time of a completed submission; however, processing time may vary based on volume of applications received, complexity of submissions, and other factors. A member of the ORES Leadership Team will chair the meetings which will include at least one other member from ORES with detailed knowledge of and responsibility for fees.
- 5.3 Decisions are made on the basis of written submissions and supporting documentation, and in careful consideration of the grounds and guidelines in this document. Students or their representatives are not permitted to make in-person presentations to the committee. Any explanation of events surrounding the circumstances of the appeal will be limited to the student's submission and related documentation.

The ORES has the authority to:

- a) Approve a full or partial refund/reversal.
- b) Reject the request for reconsideration due to insufficient documentation and provide the student with information on how to re-submit the appeal with proper documentation.
- c) Deny the request. In case of a denial, the ORES will provide the student with the reason for the decision and information on how to pursue a second level request when the appealed amount exceeds \$1000.
- 5.4 The Committee Secretary will record decisions and the rationale for decisions and will communicate outcomes to the appellant by letter (and their representative, if applicable) normally within 10 business days of the decision being made.
- 5.5 Refunds and reversals are processed according to the procedures set out by Student Accounts. Fees paid by an external funder will be refunded to that payee according to Student Account policy. Refunds are normally applied to the fees owing for the next term, and may be applied as a credit to a student's account at the University's discretion. Students who require a refund may make that request to Student Accounts.

- 5.6 The ORES will review all fee appeal policies and procedures on an annual basis with the Registrar and make any recommendations for changes to the University Secretary and Vice-Provost (Students).
- 5.7 The ORES will report annually on the number of appeals considered and their dispositions to the University Secretary and Vice-Provost (Students).

Part VI

Second Level Requests for Reconsideration

- 6.1 Students requesting reconsideration of fees in excess of \$1000 who are denied a refund or reversal at the first hearing, may appeal to the Second Level Committee within 15 working days of the date on the ORES decision letter.
- 6.2 Students may not submit additional material to the Second Level Committee. If additional documents are submitted, the case will be considered a resubmission and reviewed by the ORES.
- 6.3 Second level requests are heard and determined by the University Secretary and the Vice Provost (Students). The appeals are determined based on the submission of the student, the reasons for the decision as outlined by the ORES, and careful consideration of these guidelines. Neither the student nor the ORES shall appear before the Second Level Committee.
- 6.4 To be consistent with section 2.20 a) of the [Disclosures and Complaints Procedure](#), requests for reconsideration of fees by a student who has disclosed their experiences of discrimination, harassment or sexual violence to the Office of Human Rights and Conflict Management (OHRCM) and/or the Sexual Violence Resource Centre (SVRC) will be submitted by the OHRCM or SVRC directly to the Second Level Committee for consideration.
- 6.5 Decisions of the Second Level Committee are final and shall normally be communicated to the parties within five business days of being considered.