

Policies and Procedures

3. Registration

The registration process begins after the student has been accepted and confirmed into a program or course at Georgian College. This process involves payment of tuition (deposit) and other fees or reserving a seat in your program (for subsequent terms within the same academic year) and registration into courses. To receive a refund of any fees or to adjust outstanding fee assessments if only a deposit was paid, students must submit a withdrawal form by the specified deadlines as outlined on Georgian's website under Important dates GeorgianCollege.ca/admissions/important-dates. Please note that students must register each semester. Students withdrawing after the 10-day deadline will be responsible for paying the full term fees assessed.

3.1 Tuition and other fees

All fees are subject to review and may be changed. Some course fees are subject to HST. Income tax receipts will be available online to eligible students at the end of February.

3.1.1 Fee payment deadlines

A tuition deposit payment is required once* per academic year as follows:

- June 15, 2016 for all students (including students who commenced in the summer term)
- Oct. 17, 2016 for students not here in the fall
- March 15, 2017 for students not here in the fall or winter

* Fees for eligible returning students attending subsequent terms in the same academic year are due on the second day of the term. No deposit is required to register into classes but students must reserve their seat on Banner by the fee deadline in order to access registration. For example:

- Semester one starts in the fall so a deposit is required by the stated June deadline and the balance of fees is due on the second day of the fall term. That same program continues to semester two in January so no deposit is required to register into winter term classes. Full fees, however, are due on the second day of the winter term. The same program has no scheduled courses in the summer (either co-op or break) and continues to semester three in the fall. This is the beginning of a new academic year so a deposit is required by the stated June deadline and the balance of fees is due on the second day of the fall term.

The balance of tuition and other compulsory fees for new students as well as returning students are due on the second day of the term as follows:

- Sept. 8, 2016 for fall 2016
- Jan. 10, 2017 for winter 2017
- May 9, 2017 for summer 2017

Students who fail to pay fees by the required due dates will be charged a \$150 late fee and may risk forfeiting their place at the college, may be withdrawn from all courses, and/or denied registration to future terms. In addition, students will be sent a letter from Georgian College's accounting department requesting payment within 10 days. If payment is not received and no response is forthcoming to subsequent reminder letters, the student account will be referred to an agency for collection. Interest on any unpaid account will be charged at a rate of two per cent per month, compounded monthly (26.8 per cent per annum).

Registration in a course or program is not complete until fees are paid in full for that term. Students who fail to pay full fees will not be permitted to register for courses in the following term. Aboriginal students who are non-residents of Canada have the same rights and obligations as Canadian citizens, pursuant to the Indian Act. Accordingly, non-resident Aboriginal students will be charged the same tuition rate as Canadian citizens.

3.1.2 Tuition deposits

A non-refundable tuition deposit of \$500 for domestic students and \$2,500 for international students is required once per academic year, per program. Please note the non-refundable amount for international students is calculated using an equation, see section 3.5.2.2. The deposit is considered the preliminary payment and reduces the amount of tuition owing. It is required to be paid in order to access registration. If an applicant fails to meet admission requirements and the offer has been revoked, the tuition deposit is non-refundable.

The preferred method of payment is through your bank. Students may also pay in person by certified cheque, money order or debit card. Credit cards may be used for the initial tuition deposit only. Please note that personal/company cheques are not accepted.

Students wishing to pay the balance of their fees may pay in person prior to the term start. After the term starts, you must pay through your bank. Interest on any unpaid account will be charged at a rate of two per cent per month, compounded monthly (26.8 per cent per annum).

Students changing programs are required to pay the non-refundable tuition deposit.

3.1.3 Students in default

Students who have outstanding fees, fines, or emergency loans, or who have failed to return books or equipment owned by Georgian College will not be issued official transcripts and will be refused registration in subsequent semesters. Further, a graduation credential will not be issued until the situation is resolved to the satisfaction of the Office of the Registrar.

3.1.4 Fee disputes

Notification of a dispute of charges or payments on a student account is to be filed in writing the Office of the Registrar within ninety (90) days of the end of the term in which the dispute occurs. The dispute shall be researched and, if deemed to be valid, shall be immediately rectified. If there is insufficient evidence to make a determination, the individual must submit written evidence to support the dispute.

3.1.5 Tuition and related fees for students with permanent disabilities

Any student with a permanent disability who requires a reduced course load as a learning accommodation may be eligible for a reduction in tuition fees. If additional semesters are required to complete a program, tuition will be reduced to \$20 per course, provided the student has paid the equivalent in tuition fees assessed for the entire duration of the program. Ancillary fees are still applicable. This reduction is applied at the end of the final term. For more information, please contact the Office of the Registrar.

3.2 Program and course registration

Students may use a variety of methods to register: online via the student information system (Banner); through change forms signed by academic areas and approved by the Office of the Registrar; or directly through the Office of the Registrar. Students may also view their timetables online via the student information system.

Students may not attend classes until registration is complete. Students are responsible for initiating any changes to their timetables; this includes course adds, course drops and course withdrawals. Seat availability cannot be guaranteed once add/drop opens. The course add/drop period opens to all students.

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3.2.1 Registration definition – full-time student

Students are considered full-time in any semester when they are enrolled in at least 70 per cent of that semester's course hours (which is usually 13 hours of a total of 18 hours per week) or 66.6 per cent of that semester's program course load (which is typically four of a total of six courses). Exempt, audit and withdrawn courses are not considered in the determination of course load. Please check the "recommended courses by term" available on Banner to ensure you are not missing any required courses.

3.2.2 Full-time registration

Students are considered to be full-time when their registrations for that term have met either the hours requirement of at least 70 per cent of the full course hours (usually 13 hours of a total of 18 hours per week), or the course load requirement of at least 66.6 per cent of the full course load (usually four of a total of six courses) and all fees have been paid. Students are advised to check the "recommended courses" for each term on Banner to determine full load – 100 per cent.

Any missed course in any semester may drop a student's status to part-time. This may have OSAP, course accessibility, and scholarship implications. Courses picked up in subsequent terms may also have fee implications. Students are advised to contact the Office of the Registrar or the Financial Aid office for more information.

3.2.3 Part-time registration – credit courses

Part-time students will be permitted to register in credit courses providing space is available and the student meets course requirements. International students may be registered as part-time only in their graduating semester.

3.2.4 Prerequisites

Prerequisites are courses that the student must successfully complete before being registered for subsequent courses. Students who do not successfully complete a prerequisite cannot officially register in subsequent courses. Students are not registered in a course if they are missing its prerequisites even if they attend classes and receive evaluation results before their absence from the class list is discovered. If a student fails, withdraws or does not complete prerequisite courses, it is his/her responsibility to complete any outstanding course(s) in the next semester it is offered (subject to space availability).

These courses should take priority if a timetable conflict occurs. Extra fees may apply.

3.2.5 Corequisites/concurrent prerequisites

Corequisites represent two or more courses that must be taken at the same time. If a student fails, withdraws or does not complete corequisite courses, it is his/her responsibility to complete outstanding course(s) in the next semester it is offered (subject to space availability). These courses should take priority if a timetable conflict occurs. Extra fees may apply.

Note: If a student fails one of the concurrent pre-requisites courses, he or she need only repeat the failed corequisite course. If a student fails a corequisite he or she must retake both.

3.2.6 Antirequisites

Antirequisites are courses that are similar in content and learning outcomes and as such, only one course may be used to meet graduation requirements.

3.2.7 Immunization and placements

The Simcoe Muskoka District Health Unit provides policies and procedures based on best practices and research and has produced several documents outlining the rationale and need for immunization. One such document indicates that "Health care workers (HCWs) who acquire a vaccine preventable disease can not only suffer morbidity and mortality as a result of infection, but serve as vectors for transmitting disease to patients, other staff and residents." ⁽¹⁾ In addition, in order to obtain clinical experiences, the college enters into contractual agreements with its agencies. Many of these agencies require immunization of students prior to granting them the experiential learning within their agency. In order to comply with those contractual agreements, applicants must have up-to-date immunization records in compliance with the Public Hospitals Act. Completion and submission of this immunization record is required during registration in order to ensure placement in clinical and field placement facilities. Students who do not provide this proof of registration requirement will be unable to complete clinical field placements and, as a result, will not meet graduation requirements. Please check the program outline for further information on clinical placements and immunization requirements.

⁽¹⁾ FACT: Immunization Recommendations for Health Care Workers in Non-Acute Care Settings, 2012.

3.2.8 General education

General education courses help students develop important academic skills such as research, writing and analytical skills which are invaluable in college studies. Program requirements at Georgian College generally include five to six general education courses for three-year college programs and three to four general education courses for two-year programs.

General education course offerings vary from term to term. Students are able to select courses from a broad range of subject areas: social sciences, humanities, arts and literature, science and technology. While the GNED course code prefix is used to identify most general education courses, there are other courses that are considered general education courses as well, for example: PSYL1001, PSYL1002, SOCL1001 and SOCL1002. For a comprehensive list of general education course offerings, please refer to GeorgianCollege.ca/academics/academic-areas/liberal-arts/. Some program areas recommend particular general education selections. Certain courses, due to their close relation to the professional program field, cannot be taken for general education credit by students in some programs.

3.2.9 Transferring from part-time to full-time studies

Part-time students who wish to transfer to full-time studies must go through the standard ontariocolleges.ca application and admissions process. See section 2.1, *Admissions* for more information. Part-time students are not provided with preferred ranking for admission to full-time programs.

3.2.10 Overload and full-time students taking part-time credit courses

Students may wish to take credit courses in addition to a full course load for a semester. The implications of this overload should be discussed with the program co-ordinator. Students will be required to pay additional fees for these overload courses.

3.2.11 Credit and audit status

Credit status applies when a student is registered in a credit course for the purpose of receiving credit.

Audit status applies when a student is registered in a credit course but will not be receiving a credit. This must be specified at the time of registration and is a privilege, not a right.

All prerequisite requirements are applicable to audited courses. Permission to register for audit status must be obtained from the appropriate program co-ordinator and course instructor. Fees for audited courses and credit courses are the same but the student is not entitled to examination or any other evaluation privileges, nor will the student receive a grade or credit for the audited course. Approval for audit status will be determined after full-time and part-time registration is complete and is subject to space availability. Priority is given to students seeking credit status.

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3.2.12 Changes in program, course, section or co-op

Changes in program, course, section or co-op are essentially a combination of a registration and a withdrawal. The formal processes must be followed for the changes to be official. Full-time students may make course changes directly online – course adds, course drops or course withdrawals. Students must ensure that all changes are made within the deadlines. There are fee implications if students drop or withdraw from courses after the deadlines.

Note: Students can drop or withdraw online from all but their last course. If students wish to drop or withdraw from all of their courses, this is considered a program withdrawal. Please contact the Office of the Registrar to obtain a college withdrawal form or visit GeorgianCollege.ca/admissions/forms.

If changing programs, students require approval from their current program co-ordinator and the co-ordinator of the new program. If the program is beyond semester one, students may be required to complete an internal application form and pay the applicable fee. If the student would be entering semester one of the new program, he or she must apply to ontariocolleges.ca.

If students are changing their progression in a program (for example, opting not to go out on their work term but wish to attend an academic semester), they must seek approval through their program co-ordinator and their co-op consultant.

3.2.13 Registration into co-op

It is the students responsibility to register into their co-op work term on Banner within the deadlines. Students who do not register are subject to late fees as well as formal registration and grade allocation will be deferred to a future term. This may impact future registration into work terms and also affect graduation eligibility.

3.2.14 Communications placement assessment

This assessment evaluates students' literacy skills. All postsecondary programs (except graduate certificate and degree programs) require students to undergo assessment in communications (reading comprehension, sentence skills, punctuation and grammar). The results of this assessment determine which communications course a student takes first. It should be noted that to complete communications assignments, students require a working knowledge of a word processing software package.

There is a \$30 fee for the assessment which is included in student fees. The assessment will generally be written at the campus to which the student has applied. Special arrangements may be made for students from outside the province.

Official scores from other institutions may be used to fulfill the college assessment requirement providing the scores are current and that the assessment taken is deemed equivalent to Georgian's.

3.3 Assessment of previous learning

A number of ways are provided to enable students to have previous learning experience assessed for credit toward a certificate, diploma or degree. The student may be interested in pursuing assessment of previous learning if he or she has any of the following:

- Relevant postsecondary credits from an accredited and recognized institution (see section 3.3.1, *Credit transfer/exemption*).
- Equivalent skills and knowledge acquired through, life/learning experience (see section 3.3.2, *Prior learning assessment and recognition PLAR*).
- A number of relevant accredited and recognized credits, semesters or years of postsecondary education and/ or significant relevant life/learning experience (see section 2.11, *Advanced standing*).

Note: Students may have relevant previous learning recognized; however, they must ensure graduation residency requirements are met. (see section 5.1, *Graduation residency requirements*)

3.3.1 Credit Transfer/exemption

Credit transfer is the acceptance or recognition of credit by Georgian College for a course completed at another recognized and accredited institution. A transfer credit from a recognized and accredited postsecondary institution that matches at least 80 per cent of the learning outcomes of a Georgian College course can be used toward an exemption in the equivalent course. Normally, credit will only be granted for courses taken at accredited and recognized institutions with a grade of 60 per cent (C) or better; some program exceptions apply (see program outline). Transfer credits are granted on an individual basis. If an exemption via transfer credit is granted, the transcript will show the code "EX" and is not included in the GPA calculation. The result of a transfer credit assessment is final and is not subject to appeal.

3.3.1.1 Co-op credit transfer

A course exemption may be granted for a co-op work term that is part of a student's program based on a completed accredited and recognized co-op work term from another postsecondary institution where the outcomes of the co-op work term match at least 80 per cent of the outcomes of Georgian's co-op work term. It must be a learning outcome-based experience. If a course exemption is granted, the transcript will show the code "EX" and no course mark will be recorded. The student must complete at least one co-op work term while at Georgian College as part of his/her program.

3.3.1.2 Communications and undergraduate coursework

Students with five or more courses (or one semester of study) at the baccalaureate degree level, with an overall average of 60 per cent (C) or better, from an accredited and recognized institution where the language of instruction is English in a country where English is the primary language – meeting at least 80 per cent of the learning outcomes – may receive an exemption from COMM1016. Students with a completed university degree in English, health, business or technology from an accredited institution where the language of instruction is English in a country where English is the primary language may receive exemptions from both COMM1016 and COMM1017. Students must follow the Credit transfer process (3.3.1.3 below) to receive the COMM 1016 and/or COMM 1017 exemption(s) on this basis.

3.3.1.3 Process

For the student to properly plan his or her academic progress at the college, all requests for credit transfer should be made prior to initial registration. To avoid complications arising from possible denial of requests, exemptions should be requested two months prior to the start of the course. In all cases, credit transfer requests must be submitted no later than 10 working days after the start of the course or co-op work term. A fee of \$50 per course is required for credit transfer requests, to a semester maximum of \$100. The following steps are to be followed:

- It's the student's responsibility to be informed of the Georgian College course(s) for which he or she is seeking exemption so a consultation with the academic area is recommended.
- The student must obtain documentation for the course(s) in his or her previous studies, including his or her course grade (official transcript) and course outline/description. This documentation will allow an assessor to evaluate whether the learning outcomes match those of the Georgian College course and whether the student's performance is sufficient to warrant exemption. An examination or other summative evaluation may be required.

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- If the student is requesting credit transfer based on taking credit courses at an institution outside Canada, it may be necessary for the academic area to check with the Office of the Registrar to ensure that Georgian College recognizes that institution for credit purposes. If documentation in a language other than French or English, the student may have to arrange for official translation of the documents if assistance in the language in question is not available at Georgian College and students may be asked to provide international credential evaluations.
- The student must complete a request for assessment of previous learning form (available in the Office of the Registrar or at GeorgianCollege.ca/admissions/forms) and pay the fee for his/her credit transfer request
- The student must then take the completed form to his or her program area to arrange for an official exemption assessment.
- Students should check their student records online for Credit transfers which have been granted.
- If there are any questions regarding assessments, please check with the academic area or the Office of the Registrar.

3.3.2 Prior learning assessment and recognition (PLAR)

PLAR is an evaluation of prior formal and informal learning acquired through life and work experience. It involves the assessment and evaluation of acquired equivalent knowledge and skills that match at least 80 per cent of the learning outcomes of a Georgian College course. The evaluation of learning is accomplished using a variety of techniques. Learning is assessed on an individual basis and success will be determined by how well that learning is presented. If the PLAR exemption is granted, the transcript will show the code "P" and no course mark will be recorded unless the assessment method was strictly a challenge exam. A PLAR exemption (unless assessed strictly via challenge exam) is not included in the GPA calculation. The result of a PLAR assessment is final and is not subject to appeal. Unsuccessful PLAR challenges are not recorded on the transcript. Consultation with the Office of the Registrar and the individual instructor is recommended prior to submitting a formal request for assessment.

3.3.2.1 PLAR experience and assessment methods

A course is challenged using PLAR based on life and work experience gained through one or more of the following: employment, independent study, training programs, noncredit courses, travel, volunteer, community work and/or special skills and interests. Prior learning can be assessed in a number of ways. Some methods include challenge exam, performance observation, skills demonstration, interview and portfolio evaluation. Failed credit courses do not qualify for PLAR challenge unless documentation to support life and work experience is provided and the acquired learning has taken place after failing the course.

3.3.2.2 Co-op PLAR

Prior work experience and skills attained in a non-accredited work environment may be used to request PLAR where at least 80 per cent of the learning outcomes of a co-op experience for a Georgian academic co-op program have been achieved. The work experience must be equivalent in quality and depth to Georgian's co-op work experience and reflect its learning outcomes. An evaluation statement by the student's employer for this work experience is required. If the PLAR exemption is granted, the transcript will show the code "P" and is not included in the GPA calculation. The student must complete at least one co-op work term while at Georgian College as part of his or her co-op program.

3.3.2.3 Process

For a student to properly plan his or her academic progress at the college, all requests for PLAR exemptions should be made prior to initial registration. To avoid complications arising from possible denial, requests should be made two months prior to the start of the course for which the student is requesting PLAR exemption. In all cases, PLAR requests must be submitted no later than 10 working days after the start of the course or co-op work term. A fee of \$138 per course is required for PLAR requests. Not all courses are eligible for PLAR. Check the official course outline for eligibility. The process for a student to request a PLAR evaluation is as follows:

- The student must research using course descriptions and advise Georgian College of the course(s) for which he or she is seeking PLAR exemption.
- At this point, a consultation with the academic area or Office of the Registrar is recommended.
- The student must ensure that the requested documentation for the learning experience has been obtained (including a statement from his or her supervisor if for co-op). This documentation will allow an assessor to evaluate whether the learning outcomes match those of the Georgian College course and whether the student's performance is sufficient to warrant PLAR exemption. Challenge exams or other summative evaluations as indicated above may be required.
- If documentation is in a language other than French or English, the student may have to arrange for official translation of the documents if assistance in the language in question is not available at Georgian College.
- The student must complete a request for assessment of previous learning form (available in the Office of the Registrar or at GeorgianCollege.ca/admissions/forms) and pay the fee for his/her request.
- The student must then take the completed form to his/her program area to arrange for an official PLAR exemption assessment.
- Students should check their student records online for PLAR exemptions that have been granted. If there are any questions regarding assessments, please check with the academic area or the Office of the Registrar.

3.3.3 Letters of permission

A letter of permission is issued by Georgian College granting a student permission to take a specific (equivalent) course at another recognized and accredited postsecondary institution. It guarantees recognition of that credit in the student's program of study upon successful completion of the course. This process can be followed only if the course that is intended for credit has not yet started. Students may have to adjust their plans if permission is not granted. If the approved credit course is completed successfully, students must subsequently provide an official transcript to the Office of the Registrar. Normally, credit will be granted only for courses taken at accredited and recognized institutions with a grade of 60 per cent (C) or better; some program exceptions apply (see program outline). The designation "EX" will appear on the student's transcript and is not included in the GPA calculation.

If a student fails a course not subsequently offered by the college, he or she must successfully complete an equivalent credit course either at Georgian College or another postsecondary institution. The chosen course must be deemed equivalent by the student's program co-ordinator and the Office of the Registrar prior to enrolment in the course. The request and program co-ordinator approval must be forwarded to the Office of the Registrar on a request for letter of permission form (available at the Office of the Registrar or at GeorgianCollege.ca/admissions/forms). If a positive decision is made, the Office of the Registrar will issue a letter of permission sent to the student's current address on file.

Note: Only students who are in good academic standing (see promotional status chart) are eligible for letters of permission. The \$50 fee is payable per course request.

3.3.3.1 Process

If a student wishes to take and use an equivalent postsecondary course at another postsecondary institution, the following steps must be followed:

- The student must provide a course outline of the proposed postsecondary credit course to his or her program co-ordinator or, in the case of college-wide courses, to the communications or general education co-ordinator.
- In consultation with faculty, the co-ordinator will complete a letter of permission request form. The student will submit the completed form to the Office of the Registrar. This must occur prior to the start of the course.

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- If approved, the student will receive an official Letter of Permission from the Office of the Registrar.
- The student must provide the Office of the Registrar with an official transcript by the deadline specified on the letter of permission.

3.3.4 Georgian to Georgian transfer credits

If a student has completed a credit course at Georgian in one program and wishes to use that same course for credit toward another program, no documentation is required provided the course codes are identical. The course and grade will automatically be used toward graduation. If the course code is different, the student is required to either check the course outline with his or her program co-ordinator or the Office of the Registrar to determine whether or not these courses are equivalent.

General Education credits are transferable between college programs. For example, if a student completes four General Education courses in the Business program and then transfers to the Advertising and Marketing Communications program, the four general education courses can be applied toward the Advertising and Marketing Communications program. No documentation is required. General education credits, however, are not transferable from college to degree programs. For example, if a student completes two general education courses in the Pre-Health program and is then admitted to the BScN program, the general education courses cannot be used toward the BScN program.

Note: Students must ensure graduation residency requirements are met, see section 5.1, *Graduation residency requirements*.

3.4 Alternatives to completing a course

The college offers alternatives in situations in which dire circumstances occur to prevent normal completion of courses before the term ends or when a student has failed a course and is not able to retake it. The following are some alternatives:

3.4.1 Independent study courses

Under certain conditions, students may be granted permission to complete credit courses through independent study. Approval will be based on the availability of resources, the suitability of the course to be delivered through independent study and the appropriateness to the student's course load and academic record.

Students who are in good academic standing may request an independent study course if any of the following conditions are met:

- The student is enrolled in a semester in which the specific course is not offered.
- The student has a timetable conflict with other courses.
- The student cannot take the course in a subsequent semester or at another institution.

Restrictions to independent study courses are as follows:

- Only students who are in good academic standing are eligible to take courses through independent study.
- Independent study cannot be used to complete portions of course work that the student has failed or not completed.
- Not all courses are suitable for delivery through independent study, particularly those with laboratory, practicum or clinical components.
- Limit of one independent study course for one-year certificate or graduate certificate programs
- Limit of two independent study courses in two-year diploma programs
- Limit of three independent study courses in three-year diploma programs
- Limit of four independent study courses in four-year degree programs
- Limit of one independent study course can be taken within an academic semester

Once approval for independent study has been granted, details of the course contract will be outlined by the instructor and program co-ordinator and reviewed with the student. This contract will include the following:

- Readings, learning resources and materials
- Schedule of meetings with the instructor
- Evaluations, projects, reports, tests and examinations with specific reference to dates and frequency
- The completion date of the required course which must be within a regular semester
- The passing grade

3.4.2 Process

- The student must obtain a Request for independent study form from GeorgianCollege.ca/admissions/forms or the Office of the Registrar and submit it to his or her program co-ordinator.
- The program co-ordinator must obtain approval from the dean of the appropriate program area.
- The student must register for the course with the Office of the Registrar and pay all applicable tuition and service fees related to the independent study courses (prior to the deadline for course additions as per the deadlines listed at GeorgianCollege.ca/admissions/important-dates).

3.4.3 Fees

A full-time student taking an independent study course as part of his or her normal load is required to pay a service fee of \$250. A part-time student or a student taking an independent study course as an overload course is required to pay the regular tuition, applicable ancillary fees, as well as the independent study service fee.

3.4.4 Incomplete grade designation

If the student does not or cannot complete all course requirements due to dire circumstances, he or she may request an "incomplete" grade designation (IN) from the instructor and negotiate a contract to complete the course requirements by a specified date. This is a privilege, not a right. The following conditions apply to an incomplete grade:

- The student must have a passing average in the course at the time of the request.
- Permission to use college resources (including the instructor's services) must be obtained from the appropriate dean.
- In all cases, the instructor has the option to negotiate a contract with the student.
- The contract must be submitted to the Office of the Registrar within 30 calendar days of submitting the incomplete grade. If no contract is received, a grade appropriate to the student's performance to date in the course will appear on his or her transcript.
- The maximum duration for completing the contract is four months. If the student needs more time, he or she must repeat the entire course. If the contract is completed within the agreed time period, the student's grade will be processed. The instructor, through the appropriate program co-ordinator, will inform the Office of the Registrar if the contract has been completed and will then assign a final grade within three days of the contract completion date.

An "incomplete" will not be granted in situations in which the student has submitted all course requirements but failed the course.

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3.4.5 Co-op incomplete

An "incomplete" status for a co-op work term may be designated by the co-op consultant when requirements of a co-op experience credit have not been met due to dire circumstances. Please refer to previous section, *Incomplete grade designation*, for conditions.

3.5 Program and course withdrawal

A student's official record (transcript) and eligibility for OSAP funds and scholarships may be affected by withdrawal from a program or course. If a student does not withdraw from a program or course before the deadline for withdrawal the student's records will show the achieved grades to date for all the courses the student is enrolled. Forms or requests submitted after the stated deadline will be accepted and processed as a submission for the subsequent terms.

Students who have withdrawn from a program or course should contact the Financial Aid office for clarification of their OSAP or other financial aid status. Students are also advised that no refund will be issued unless the completed withdrawal form is received within stated deadlines (the first 10 days of the term). As of day 11, students will be responsible for paying any outstanding balances on their account.

Note: Program and course withdrawal information also applies to part-time students.

3.5.1 Program withdrawal process

Note: Program withdrawals cannot be done online. Students can drop or withdraw from all but one of their courses online. If students wish to drop or withdraw from all of their courses, this is considered a program withdrawal.

If a student wishes to withdraw from a program, he or she must complete a withdrawal form (available at GeorgianCollege.ca/admissions/forms or from the Office of the Registrar and the Student Services department). He or she should discuss his or her decision and possible options with the program co-ordinator and a counsellor. The student, his or her program co-ordinator and a counsellor must sign the form after these consultations. The student must then submit the completed form to the Office of the Registrar.

If the student is unable to attend in person, he or she may mail, fax or scan and email a copy of the signed withdrawal form to the Office of the Registrar indicating his or her intention to withdraw from a program. International students should attach a letter of acceptance or enrolment from another institution. Scanned letters with a signature are accepted.

The official date of withdrawal is the date the student's form or letter is received and date stamped by the Office of the Registrar. Withdrawals are not official if made by telephone or other means not specified above. Also, please note that the student is not officially withdrawn if he or she ceases to attend classes or verbally notifies his/her instructor, registration staff, counsellors or any other college staff. Without official withdrawal, even if the student ceases to attend classes or participate in college activities, the student will remain enrolled. The student will be required to pay fees for that semester and grades will be recorded as appropriate to the work he or she has submitted. Withdrawal after the 10-day or stated deadline will result in full semester fees being charged. Refer to Important dates GeorgianCollege.ca/admissions/important-dates.

3.5.2 Program fee refunds

To receive a refund of fees (or to adjust outstanding fee assessments if less than the full amount was paid), the student must submit a withdrawal form to the Office of the Registrar within the first 10 working days of the term. After this deadline, a refund and/or adjustment for that term will not be provided and the student will be responsible for paying the full semester fees (although any tuition fees the student may have paid for subsequent terms will be refunded). This applies to all students including those paying fees through their OSAP loan, or any other sponsorship (WSIB, band council, company, etc.).

3.5.2.1 Refunds – domestic students

When calculating the adjustment or refund, the college will withhold \$500 for program withdrawals for domestic students as well as any non-refundable fee items.

3.5.2.2 Refunds – international students

Georgian notifies Citizenship and Immigration Canada (CIC) of all withdrawals. International students are entitled to a partial refund of fees paid if the withdrawal is received within the first 10 working days of the term. No refunds will be issued after 10 working days of the term. For all new students being represented by an agent, the refund is returned through the agent whenever possible. Fees paid will be refunded in full for subsequent terms. For study permit refusals a full refund will be issued, if proof of study permit refusal is submitted within the first 10 working days of the term. All refunds are calculated using the following equation:

Fees paid – (international tuition fee ÷ domestic tuition fee) x \$500. In addition, non-refundable fee items may be deducted.

For example: \$7,287.11 – (\$5,500 ÷ \$1,342.88) x \$500 = \$5,239.27

- Fees paid (deposit, tuition or ancillary) \$7,287.11
- Tuition fees only (international) \$5,500
- Tuition fees only (domestic) \$1,342.88
- Hold back fee \$2,047.84
- Eligible student refund \$5,239.27

3.5.2.3 Non-refundable fees

Non refundable fees include assessment of previous learning and testing fees, convocation, alumni and insurance fees. There may be additional non-refundable fees, depending on the date of withdrawal. For more information, contact the Office of the Registrar at registrar@georgiancollege.ca.

3.5.3 Course withdrawal process

Students are advised to discuss course withdrawals and possible options with a program co-ordinator and/or the instructor. Full-time postsecondary students may withdraw from courses online.

Note: Students can drop or withdraw from all but one of their courses online. If students wish to drop or withdraw from all of their courses, this is considered a program withdrawal.

The official date of online withdrawal is the actual date of online submission of the withdrawal. Part-time and non-postsecondary students must complete a part-time withdrawal form (available at GeorgianCollege.ca/admissions/forms or from the Office of the Registrar). Both the student and the co-ordinator must sign the form.

Completed forms must be submitted to the Office of the Registrar within the appropriate deadlines.

If a student wishes to withdraw from a course but is unable either to attend in person or to access the internet, he or she must submit a personally signed letter indicating his or her intention to withdraw from the course. The letter can be mailed, faxed or scanned and emailed to the Office of the Registrar and must include the student number and all information needed to identify the student and the course. The official date of withdrawal in this case is the date the student's letter is received and date stamped by the Office of the Registrar. Students may view all course changes online.

Policies and Procedures

3.5.4 Fee refunds (part-time or overload courses)

Course withdrawals do not always result in a refund of fees. To qualify for a partial refund of fees, the student must either withdraw online or submit a withdrawal form to the Office of the Registrar within the deadlines. See the Important dates section in this document or the website for withdrawal deadlines. GeorgianCollege.ca/admissions/important-dates. Refer to the Part-time Studies website for part-time refund information. GeorgianCollege.ca/academics/part-time-studies/.

3.5.5 Changes to co-op work term

To withdraw from a co-op work term, the student must obtain a part-time withdrawal form from GeorgianCollege.ca/admissions/forms or the Office of the Registrar. The student must discuss his or her request with the co-op consultant and obtain approval. The student must then submit the completed form to the Office of the Registrar within the first four weeks of the semester or scheduled co-op work term.

If the student does not intend to complete a scheduled co-op work term and follows the process above, his or her transcript will show a "withdrawn" (WD) for this co-op work term. However, if the student does not follow the process outlined above, he or she will receive an "unsatisfactory" (U) on his or her transcript and will be required to register for the co-op work term again. The student's OSAP status may also be affected. Students who are considering a change in academic status should speak to a representative in the Financial Aid office. To add a co-op work term, students must use the online registration process. Refer to: GeorgianCollege.ca/academics.