



Category: Financial
 Responsible Office: AVP Finance and Operations & University Registrar
 Approval date: October 6, 2023
 Last Updated: October 2023
 Next Review Date: October 2028
 Review Period: Every five years or as circumstances warrant

PROCEDURES

1. Students who are experiencing financial difficulties due to an exceptional circumstance or any of the other scenarios as indicated below are asked to follow the process outlined to apply for an appeal or relief from the Financial Relief & Appeals Committee (FRAC).
 - 1.1. Determine if you are eligible to apply. Students who are experiencing one (1) or more of the following circumstances are eligible to apply:
 - a) You are experiencing an exceptional circumstance as determined by the International Student Withdrawal & Refund Process;
 - b) You are experiencing and/or have encountered an exceptional circumstance resulting in outstanding fees from a previous term and would like to register for subsequent semesters;
 - c) You have successfully petitioned the Senate Committee on Academic Regulations and Petitions [ARP] for an honourable withdrawal;
 - d) You are requesting the release of documents (ie transcript) and have outstanding fees owing;
 - e) You applied for a refund through the International Student Withdrawal and Refund Request form and have been denied and you wish to appeal the decision.

Note: Students who fall under category (a) above do not need to apply, their request (if warranted) will automatically be brought to the committee as a part of

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their application on the International Student Withdrawal and Refund Form and **DO NOT** need to submit an additional request.

- 1.2. Prepare and include the supporting documentation required to support the reason for the appeal. Any missing documentation will result in a delay in the decision.
 - 1.3. Submit your appeal along with your supporting documentation via the [Financial Relief and Appeals Form](#). Students will receive a confirmation after submission indicating that the approximate turnaround time is 6 to 8 weeks for a decision. All decisions made by the Financial Relief & Appeals Committee will be final.
2. Once the submission is received the following steps will be completed by the designated staff member in Student Financial Services:
- 2.1. Verify student’s enrolment status;
 - 2.2. Review documentation to verify if the request falls within the above stated categories and/or request more documentation as required;
 - 2.3. If required, review student file with Registrar’s Office to gain further insight;
 - 2.4. Determine based on the information and documentation required if the student meets the relief and appeal process;
 - 2.4.1. If the request does not meet the criteria, deny the students request in Smartsheets. The student is notified through the smartsheet. This decision is final unless the student’s circumstances change.
 - 2.4.2. If the request meets the criteria, change the FRAC Status to “FRAC Review” in Smartsheets to have the case proceed to the committee;
 - 2.4.2.1. Prepare the “Description of Request” category on the Financial Relief and Appeals Smartsheet for the committee in preparation for the FRAC Meeting.

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- 2.5. The designated staff member will meet with committee to bring student(s) case(s) forward during their bi-weekly meetings

- 3. The Financial Relief & Appeals Committee will meet on a bi-weekly basis to work through the Relief and Appeals as brought forward by the Registrar's Office/Student Financial Services. The Committee will:
 - 3.1. Assess each appeal individually in accordance with unplanned and unexpected financial hardship. Each decision will be rendered without prejudice and without precedent.
 - 3.2. Should more information be required, the designated SAO will work directly with the student to receive the additional information;
 - 3.3. The members will then vote on the decision (requiring $\frac{2}{3}$ vote for decision).
 - 3.4. Once a decision has been made, the Committee will document the decision on the Smartsheet column "Decision of Request" and mark the "FRAC Status" as approved or denied. The *Notice of Decision* Form will automate and upload to the column where the SAO will send it to the student.
 - 3.5. Any follow up required from the decision (IE payment plan, academic advising, etc.) will be monitored by the appropriate department. Notes are to be added to the student's account regarding the committee's decision. Payment plans will be monitored by the Accounts Receivable Officer.

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