Student Fee Collection Procedure

Area Code:	ADM020
Author:	Annica Rasmark, Grants and Fees Officer
Head of Function responsible:	Gerry Hegarty, Student Affairs Manager
Approving Authority:	Academic Council

1. Purpose of Document

To explain the process of fee payment by/on behalf of students and to clarify the procedure in respect of fees not being paid.

2. Scope

The procedure refers to all tuition and contribution fees payable by all students to the Institute with the exception of Post Graduate Research students.

3. Reference Documents

Schedule of online/part-time fees agreed by Executive Committee.

HEA Circular in relation to full-time fees (student contribution and tuition)

4. Procedure

4.1   The Registrar's Office is responsible for setting up all agreed fees in Banner (SFARGFE form) once fees for the next academic year become available.

a) Full time tuition and student contribution fees are set by the HEA
b) International fees are set by the International Office and the Executive
c) Online/Part-time fees are set by Centre of On-line Learning (COL) and the Executive
d) Students have the option to pay their fees in instalments. Students can pay in two instalments: 50% by 30th September and 50% by 31st January.

An Explanation of registration status codes is as follows:

RG	Registered	**WA**	Withdrawn Automatically
TI	Paying in instalments	**RH**	Registrars hold
TR	Temporary registration	**TS**	Awaiting grant approval/payment from employer

4.2   Timelines, Actions and Responsibilities For Full time Students are outlined in the table below:

Target Time frame	Student Cohort	Action	Responsible Function
July/August	All	Fee assessment is run, all students assigned status of **TR** in Banner.	Grants and Fees Officer
July/August	1st year full-time students	Students receive letter detailing how to register and pay fees. Students' status changed to **RG** once paid in full.	Registrar's Department Administrator
	Progressing students (including RPTS/ACCS)	Students receive email detailing how to register and pay fees. Students' status changed to **RG** once paid in full.	Registrar's Department Administrator
		Students opting to pay in instalments are advised to pay in two instalments by paying 50% of their fees before 30th September. Any other type of arrangement must be agreed with the Grants and Fees Officer. Students will receive a **TI** status.	Grants and Fees Officer
		Students awaiting approval from SUSI must contact the Grants and Fees Officer with proof of grant application. Students will receive a **TS** status.	Grants and Fees Officer
30th September	All	Balance report run, identifying students with outstanding fees.	Grants and Fees Officer
1-15th October (latest)	All	Letter sent to students regarding outstanding fees and implications of non-payment. *Implications for non payment for all students* *no access to access Moodle* *no access to Library Services* *no access to IT Service* *no letter of registration given, or Social Welfare letters stamped*	Grants and Fees Officer

Target Time frame	Student Cohort	Action	Responsible Function
1st November	All	Students at a status of **TR** (outstanding fees and no instalment plan agreed/grant application) will be cut off from services, as detailed above.	IT (helpdesk request sent by Grants and Fees Officer)
15-20th January	All	Letter sent to students detailing outstanding fees, second instalment and implications of non-payment (same as above). See sample in Appendix 1	Grants and Fees Officer
15th February	All	Students at a status of **TR** or students at **TI** who have not kept to instalment agreements will be cut off from services. Students' status will be changed to **WA**.	IT Grants and Fees Officer
Release of Semester 2 Results	All	Students with outstanding fees will not be able to view results, as IT will put an **EX** hold (**SOAHOLD**) on all students owing fees.	IT (on the instruction from the Registrar's Department Administrator)
Progression 31st August	All	Students with outstanding fees will not be able to progress to next academic year, as IT will put an **RH** hold (**SOAHOLD**) on all students owing fees.	IT (on the instruction from the Registrar's Department Administrator)
Graduation	All	Students with outstanding fees on the 31st August may not be included in the list for graduation.	

4.3   Timelines, Actions and Responsibilities for Online Students are outline in the table below.

Time frame	Student Cohort	Action	Responsible Function
July/August	All	Fee assessment is run, all students at a status of **TR** in Banner.	Online and Distance Learning (ODL)
July/August	All	Students receive email detailing how to register and pay fees. Students' status changed to **RG** once paid in full.	Registrar's Department Administrator
		Students being sponsored by their employer should return the Invoice request form to odlforms@itsligo.ie. Following receipt of the invoice request form an invoice will be issued to the employer/sponsor. Student registration status updated to **TS**.	ODL
		Students opting to pay in instalments are advised to pay in two instalments by paying 50% of their fees before 30th September. Students should fill in Instalment Form, received from the ODL Office. Students will receive a **TI** status.	ODL
30th September	All	Balance report run, identifying students with outstanding fees.	ODL
Mid October (latest)	All	Email sent to online/part-time students regarding outstanding fees and implications of non-payment. See sample in Appendix 1 _Implications for all students_ _No access to Moodle_ _No access to library service_ _No access to IT services_ _No letter of registration or social welfare letters stamped._	Registrar's Department Administrator
1st November	All	Students at a status of **TR** (outstanding fees and no instalment plan agreed/sponsor) will be cut off from services, as detailed above.	IT (helpdesk request sent by Grants and Fees Officer)
Mid January	All	Email sent to part time students detailing outstanding fees, second instalment and implications of non-payment. _Students commencing their studies in January_ Students receive email detailing how to register and pay fees. Students' status changed to **RG** once paid in full.	Registrar's Department Administrator Registrar's Department Administrator

Time frame	Student Cohort	Action	Responsible Function
		Students being sponsored should return the Invoice request form to odlforms@itsligo.ie. Following receipt of the invoice request form an invoice will be issued to the employer/sponsor. Student registration status updated to **TS**.	ODL
		Students commencing their studies in January and opting to pay in instalments need to contact ODL Office to fill in the instalment plan. Students will receive a **TI** status.	ODL
15th February	All	Students at a status of **TR** and students at **TI** who have not kept to instalment agreement will be cut off from services.	IT
		Students' status will be changed to **WA**.	ODL
Release of Semester 2 Results or Repeat results	All	Students with outstanding fees will not be able to view results, as IT will put an **ER** hold (**SOAHOLD**) on all students owing fees.	IT (on the instruction from the Registrar's Department Administrator)
Progression (August)	All	Students with outstanding fees will not be able to progress to next academic year, as IT will put an **RH** hold (**SOAHOLD**) on all students owing fees.	IT (on the instruction from the Registrar's Department Administrator)
31st August	All	Students with outstanding fees on the 31st August may not be included in the list for graduation.	

4.4   Apprenticeship Student fees

Apprenticeship fees are set by the HEA and are payable by students before they sit their exams at the end of their block. This is detailed in the letter sent to them in after their registration. Results will not be released to students or employers if there are outstanding fees.

4.5   Springboard Student Fees

The Springboard+ upskilling initiative in higher education offers free courses at certificate, degree and masters level leading to qualifications in areas where there are employment opportunities in the economy. However, the degree and masters programmes require a payment of 10% of the total fee for employed students. This is communicated to the student by the Springboard Co-ordinator and also through the Springboard Forum. Students are forwarded the link for payment by the Springboard Co-ordinator.

5.   Appeals

All students have the right to appeal a decision of the Institute in respect of their fee liability. Any such appeal must clearly specify the grounds for the appeal and /or any alleged breach of the Institute's agreed procedures. Appeals are made in writing to the Student Affairs Manager.

6.   Records generated by this Policy

Banner records
Filed records of documentation supplied by students
Application forms for Repeat Attend and ACCS

7.   Measurement of Effectiveness of this procedure
The administration of the fees by IT Sligo is audited both by internal and external auditors on an annual basis.

8.   Revision History

Revision No	Description of Change	Issue Date	Status
000	New Procedure	March 2014	Approved by Academic Council 5/3/2014
001	Procedure revised and updated in line with current practices.	12 June 2020	Approved by academic council

Appendix 1

Sample Letter September

                                                                                    Date

Name

Outstanding Fees Academic Year

Dear Name,

In order to complete your registration with us at Institute of Technology Sligo for the academic year 20XX/XX, a fee of €XX must be paid to the Institute.

Non-payment of fees means that you are not yet fully registered as an IT Sligo student. Unless the fees outstanding are paid by instalment or in full access to the Institutes facilities will be restricted from 1st of November 20XX.

- •   no access to access Moodle
- •   no access to Library Services
- •   no access to IT Service

Payment can be made in the following way:

1. Pay online through our website www.itsligo.ie
2. Select the Student Hub option
3. Select Online Payments
4. Enter Secure Area
5. Login using the User ID and Pin below
6. Select Student Services and Financial Aid
7. Select Pay Outstanding Amount
8. Pay using your credit/debit card (Visa/Mastercard).

USERNAME: S00XXXXXX
PIN: 123456

Please note that your USERNAME and PIN are case sensitive.

Yours sincerely,