

Course Registration Contract

A student is considered as registered in their course/s once their registration has been completed via the student portal or by the academic advisor. This is an integral part of the registration contract between Coquitlam College Inc. and each student upon registration in the Associate of Arts, University Transfer, Senior Secondary and English Studies programs.

Admission to the Associate of Arts or University Transfer programs are open to students who have completed secondary graduation and who satisfy the College admission requirement with regard to proficiency in the English language.

A student is considered to have entered into a contract with the College when the student's application for admission has been accepted by the College. To be considered for a refund, please refer to the 2.1.1. Tuition, Other Fees and Refunds policy on the website.

Dispute Resolution

The dispute resolution process at Coquitlam College is intended to afford an opportunity to reach agreement in instances when students, instructors, academic advisors and/or administrators cannot agree on the actions of a member or members of any other group. The process is rooted in the concept of fair play and responsible behavior by all concerned and assumes goodwill on all sides. The College administration is supportive of the dispute resolution process but must reserve its right to the final authority in matters of College operations, policies and procedures. Any student who wishes to appeal the appropriateness of their final grade in a course has a right to do so. The first step is to seek an informal meeting with the instructor concerned to go over how the final mark was determined. Any student who is not satisfied with the result of this interview may file a formal appeal of grade with the office of the registrar. Please refer to the 2.2.3 Appeal of Final Grade policy on the website.

Registration Payment Guide

A student is considered as registered in their course/s once their registration has been completed via the student portal or by the academic advisor.

Any withdrawal from course/s (whether voluntary by the student or withdrawal by the system due to an unpaid balance) will be considered as dropped and will be subject to our standard refund policy as stated on our website.

Once a course/s is selected by the student, the full amount of tuition and related fees must be **received** by the College **before 10:00 am on the 10th business day from their registration date**.

When the registration date is less than 10 business days away from the semester start date, the payment timeframe will decrease each day until there are 4 business days left. All registration payments from this point forward will be allowed 4 business days for payment to be received by the College. After the semester starts, all students are required to pay the full amount of the tuition and related fees upon enrollment.

Payments made to the College via any online source are not received by the College immediately. All payment processes require a lead time.

- **For example:** The student selects their course/s on **October 25th** (Payment received deadline is November 5th). If the student does not initiate payment until **November 5th**, the College will not have received the payment by 10am on November 5th; therefore, the student will automatically be withdrawn from the unpaid course/s.

To ensure payment is received before the due date and time, we suggest that students make their payment as soon as possible after their registration date.

Below is the general timeframe for the College to receive payments by source:

- **Online Credit Card (Visa/Master) Payment:** 24 hours for the College to receive the payment.

- **Online Bill Payment:** 2-4 business days for the College to receive the payment.
- **PayMyTuition:** 5-7 business days for the College to receive the payment.
- **GlobalPay** (Western Union): 5-7 business days for the College to receive the payment.

Please be advised the above are general guidelines, not guaranteed timelines, the College has no control over how long a payment may take to reach our account.

Important Contract Note: Registration in courses forms the basis of the contract between the student and Coquitlam College Inc. for the term of the semester of registration. In this regard, the term of Spring semester shall be considered to be January 1 to April 30 each year; the term of the Summer semester shall be considered to be May 1 to July 31 each year the term of the Fall semester shall be considered to be September 1 to December 31 each year.

Associate of Arts Degree Applicants

This program is offered under the written consent of the Ministry of Advanced Education effective Summer 2013 having undergone a quality assessment process and been found to meet the criteria established by the minister. Nevertheless, prospective students are responsible for satisfying themselves that the program and the degree will be appropriate to their needs (for example, acceptance to potential employers, professional licensing bodies, or other educational institutions).