

Undergraduate Fees and Refunds

7.2 Refunds

If you formally withdraw from your individualized study course or your grouped study course, you must follow the regulations in the following sections that apply to you.

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7.2.1 Refunds: Individualized Study Course Tuition

A refund of tuition, less a course withdrawal processing fee, may be granted if you formally withdraw from an individualized study course either before or within 30 days after the course contract start date provided the course final exam (or after all coursework has been submitted for marking, if there is no final exam) is deemed not to have been written and you are not involved in a disciplinary proceeding involving either academic or non-academic misconduct.

See [Fees](#)

The [Undergraduate Course Withdrawal and Refund Policy – Individualized Study](#) states the conditions for a refund of tuition, less a withdrawal processing fee. Complete and submit the [Course Withdrawal Request Form \(Individualized Study\)](#): in person, by fax, by mail, online through the [myAU portal](#), or email. The date of withdrawal will be the postmark on the envelope, the date of the online submission, the date of the email if the form is scanned and [emailed](#), or the University date stamp if the form is hand-delivered or faxed (780.675.6174). No tuition refunds are issued if you withdraw more than 30 days after your course contract start date.

Tuition refunds are processed within approximately 45 days of Athabasca University's receipt of the course withdrawal request. Your refund will be processed according to your method of payment, e.g., your credit card account will be credited, a cheque will be forwarded to your current mailing address, etc.

For information on how a withdrawal request impacts your academic record, please refer to [Individualized Study/Online Courses](#) in the Registration section.

[Course Withdrawal Request Form](#)

[AU Mailing Address](#)

7.2.1.1 Learning Resources Fee Refunds (Individualized Study)

Learning resources are items such as texts, student manuals, study guides, reading files and/or other instructional materials such as software and access to online resources. The learning resources fee contributes to the development and procurement for any online resources which may be part of the course (some courses may be entirely online). This fee also covers packaging, shipping, and handling of learning resource materials. You may be required to purchase additional items to complement the course such as binders, calculators, home lab materials, etc., and these are your responsibility.

A refund of the learning resources fee will only be considered if you meet the course refund criteria and the University receives the learning resources complete, unmarked, and undamaged within 30 days of your course withdrawal date. You will not receive a refund for learning resources received by the University outside this time frame (late return).

Note: All returned learning resources become the property of the University and will not be returned to you. Most AU courses include software, and/or software access codes. **If the packaging around the software or the software access code has been opened you will not be eligible for a refund of the learning resources fee. Once opened, the software cannot be re-issued and the material should not be returned.**

To obtain a learning resource refund, complete and submit the [Course Withdrawal Request Form \(Individualized Study\)](#), along with the learning resources eligible to be issued to another student (e.g. returned complete and unmarked, including any unopened software packaging) to:

Athabasca University
Materials Management
Tim Byrne Centre
4001 Highway 2 South
Athabasca, AB, Canada T9S 1A4
Fax no: 780-675.6174

Include your full name, address, and student identification number with any returned learning resources. Your learning resources refund will be processed according to your initial method of payment, e.g., your credit card account will be credited, a cheque will be forwarded to your current mailing address, etc. You are required to pay the postage on any returned materials.

eTextbooks

If the learning resources for the course are only eTexts, the student does not need to do anything further than submitting their [withdrawal request](#). The refund will be automatic if the withdrawal is received within the 30-day withdrawal period.

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7.2.2 Refunds: Grouped Study Course Tuition

You may be eligible for a refund of course fees paid, less a withdrawal processing fee, if you withdraw from a grouped study course prior to and up to 15 days after the course contract start date.

The Undergraduate Course Withdrawal and Refund Policy – Grouped Study states the criteria for a refund of course fees, less a withdrawal processing fee. Complete and submit the Course Withdrawal Request Form (Grouped Study) in person, by mail to Athabasca University's Office of the Registrar, to the designated area of the facility where the grouped study course is being offered, or by fax (780.675.6174), or scanned and emailed. The date of withdrawal will be the postmark on the envelope, or if the form is hand-delivered or faxed (780.675.6174), the University date stamp.

Refunds are processed within approximately 45 days of AU's receipt of the grouped study course withdrawal request. Your refund will be processed according to your method of payment, e.g., your credit card account will be credited, a cheque will be forwarded to your current mailing address, etc.

For information on withdrawing from a grouped study course, and the impact on your academic record, please refer to Grouped Study Courses in the Registration section.

[Grouped Study Withdrawal Request Form](#)

[AU Mailing Address](#)

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7.2.3 Credit Balances

Credit balances on your account, except for students who receive financial assistance from the Alberta Student Finance Board (or another provincial program), will be refunded to you or credited to your sponsor, whichever is applicable.

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7.3 Delinquent Accounts

Students with delinquent accounts will have their registration cancelled. A cancelled registration shall constitute withdrawal from all courses and forfeiture of all fees paid to date. Accounts that remain unsettled 25 days after the date Financial Services issues you a written notice are considered delinquent.

If your account is in arrears, you will not receive Athabasca University services, including: examination results, transcripts or records of academic standing, Letters of Permission, evaluation, library borrowing privileges, online computing access, or subsequent registrations until your accounts have been settled.

This policy encompasses all financial obligations due Athabasca University, including those attributable to fees and deposits; non-return of equipment, material, or library books; failure to follow formal withdrawal or cancellation procedures; and any dishonoured cheques returned by the bank.

A returned cheque charge of \$30 will be assessed on dishonoured (NSF, payment stopped, account closed, etc.) cheques.

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7.4 Receipts

When you register in a course, you are issued a confirmation letter that indicates, among other details, the student fees paid. Receipts for payment of fees are not issued unless requested.

If you require a receipt for reimbursement purposes by an employer, or for fees other than those listed in the confirmation letter, you must submit a separate request when you register or contact the [Cashier/Accounts Receivable Assistant](#) (1.800.788.9041 ext: 6129). In February each year, receipts for income tax credit purposes are issued.

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7.5 Form T2202A (Tuition and Education Tax Credit)

In Canada, you may be able to reduce income tax payable by claiming tax credits for enrolment in and payment of tuition and academic fees for Athabasca University's credit courses. Each February, the official Tuition, Education, and Textbook Amounts Certificate (form T2202A) will be available to all eligible students in printable format on Athabasca University's website at [myAU](#) portal.

To be eligible for the tax credit, the total of such fees paid to an educational institution in Canada for the year must exceed \$100. Fees paid to the Students' Union and Alumni Relations are not eligible for inclusion in the tuition tax credit.

The calendar year for which the fees are paid, not the date on which the fees are paid, is used to calculate eligible tuition fees. Tuition fees paid for courses that extend beyond the calendar year-end will be pro-rated on the T2202A according to the period of course delivery pertaining to each calendar year. For example, if a course has an October 1 start date and a March 31 contract end date, only 50 per cent of the tuition fee representing the October through December period will be reflected in the current year tax credit certificate. The remaining 50 per cent, representing January through March, will be reflected on the following year's T2202A.

You may be eligible for the Tuition, Education, and Textbook Amounts Certificate tax credit for each month of part-time or full-time registration. For income tax purposes, a full-time student is defined as a person actively registered in a minimum of two credits per month.

Only the initial contract period is taken into consideration in the calculation of student status as reported on your Tuition, Education, and Textbook Amounts Certificate (Form T2202A). Extensions are not considered in this calculation.

The Tuition, Education, and Textbook Amounts Certificate reflects the number of months of enrolment that are eligible to be considered as part time or full time. Further details concerning the Tuition, Education, and Textbook Amounts Certificate may be found in [Canada Customs and Revenue Agency's](#) (CCRA) Personal Income Tax Guide or by contacting a CCRA district taxation office.

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