

Policy on Collection of Balances Owed to the University

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1. Purpose

1.1. Laurentian University of Sudbury (the “University”) is committed to taking all necessary and reasonable steps to ensure that overdue balances owing to the University are collected in a consistent, fair and equitable manner.

The purpose of the Policy on Collection of Balances Owing to the University (the “Policy”) is to:

- 1.1.1. Outline the guidelines and practices used by the University for collecting outstanding balances owed to the University.
- 1.1.2. Identify the practices and processes used in the establishment of payment due dates, interest, and late fee charges on aged balances.
- 1.1.3. Provide guidance on the procedures used in determining and referring aged balances to external collection.

Compliance with the Policy will assist in ensuring efficient and timely collection of balances, which supports cash flow and minimizes the University’s aged account receivables and bad debt expenses.

2. Scope

This Policy applies to all types of balances owing to the University, including but not limited to the following:

- 2.1.1. Students tuition fees, incidentals, administrative fees, residence and meal plans
- 2.1.2. Faculty and Staff
- 2.1.3. External sources of funding or contracts
- 2.1.4. All other fees owing for agreed-upon services

3. Definitions

Academic Year: In any year, September 1 to August 3.1

Administration Fee: Fees for various services.

Ancillary, Program and Compulsory Fees: Mandatory and optional fees collected to provide support to students, enhance the student experience, cover program costs, and provide services throughout the year. This includes University fees, and fees collected by the University on behalf of the Student Associations.

Appeal: Request under specific circumstances to amend fees.

Deposit: Amounts paid to the University for tuition and/or residence.

Domestic Student: A student who is a citizen of Canada, defined through the [Canadian Citizenship Act](#) or the [Indian Act](#) and/or a student who is a permanent resident, as defined in the [Immigration and Refugee Protection Act](#).

Due Date: Payment dates are outlined on an annual basis, by which fees and tuition costs are due for each academic year.

External Collection Agency: An external agency contracted by the University to attempt to collect outstanding balances for the University after multiple unsuccessful attempts were made through internal collection efforts.

Internal Collection: Internal department that attempts to collect outstanding balances for the University.

Interest Charge: A fee (subject to annual change) charged monthly to account balances that remain outstanding past the due date.

International Student: A student who is considered a foreign national who is permitted in Canada under the [Immigration and Refugee Act](#) to enroll at the University as a student.

Late Fee: A fee applied every September, January, and May for balances owing for tuition and fees past the Due Date.

OSAP Students: Student's part of the *Ontario Student Assistance Program* to assist with the payment of university fees and tuition costs.

Overdue Account: An account with a balance past due that has not been sent to an External Collection Agency.

Refund: Return of fees collected by the University.

Sponsored Students: Students who have provided a proof of sponsorship letter to support them with the University fees and tuition-related costs.

Tuition Fees: Program, and ancillary or compulsory fees related to student registration that are approved in accordance with the tuition policy set by the Ministry of Colleges, Universities, Research Excellence and Security.

4. Policy Statement

This Policy provides guidance on the internal processes and procedures at Laurentian University associated with outstanding balances owed to the University by students for tuition, incidentals, residence, meal plans, as well as due from staff and faculty, and external sources.

Responsibilities of Applicants and Students

Applicants and students of Laurentian University are responsible for the following:

- Familiarizing themselves with the application period, deposit and fee deadlines, and refund schedule;
- Reviewing their student account to ensure fees posted to the account are accurate and paid by the specified deadline; and
- Engaging in payments before the specified deadlines to avoid interest charges, late payment fees, and external collection agencies.

Applicants and students are subject to the terms of the [Statement of Financial Responsibility](#)

Responsibilities of Staff and Faculty

Staff and faculty are responsible for the following when owing fees and balances to the University:

- Familiarizing themselves with the fees, processes and deadlines;
- Understanding this Policy and any other policies that may be relevant to them in terms of fees payable (i.e., Tuition Exemption Policy); and
- Ensuring payments related to student accounts and employee accounts are made by specified deadlines to prevent interest charges, late fees, and referral to External Collection Agencies.

Responsibilities of Individuals, Vendors, and Funding Sources

- Individuals, vendors, and/or funding sources that owe payments to the University are responsible for paying overdue balances in a timely manner; and
- to prevent interest charges, late fees, and External Collection Agency.

Responsibilities of Laurentian University

Laurentian University maintains the responsibility for the following related to the collection of fees:

- Complying with this Policy and related procedures;
- Conducting processes, procedures, and transactions in compliance with the University policies;
- Completing processes, procedures, and transactions accurately and in a timely manner;
- Maintaining clear communication with students, staff, faculty and external sources on outstanding balances owed to the University; and
- Engaging in practices related to fees and balances owing to the University in a consistent, fair and equitable manner.

Fees and Balances Owing

4.1.1. Tuition and Compulsory Ancillary Fees

The University's tuition fees are Board-approved in accordance with the tuition policy set by the [Ministry of Colleges, Universities, Research Excellence and Security](#). All fees are subject to change at any time with the approval of the University's Board of Governors.

4.1.2. Overdue Student Accounts

Balances remaining on student accounts after the Due Date are considered overdue and will be subject to monthly interest charges and late fees.

Failure to pay outstanding balances may result in the following implications until the outstanding balance is paid:

- Deregistration of a student from courses due to non-payment;
- Inability to register for current and future terms;
- Inability to obtain official and academic documents; diplomas, transcripts, letter of permission, official confirmations and/or any other documents associated with academic progress until fees have been paid in full; or
- Referral to an External Collection Agency if the University's internal collection efforts have been exhausted resulting in credit implications and/or, where applicable, notification to the Immigration, Refugees and Citizenship Canada (IRCC).
 - Laurentian recommends that all parties familiarize and thoroughly understand the implications of referral to External Collection Agencies.

4.1.3. Student Appeals

Appeals must be submitted to the Fees Office using the *Appeals Withdrawal Form* within the same Academic Year. Laurentian has the right to deny an appeal that has not been submitted within the Academic Year. In certain exceptional situations as listed below, students may have appropriate grounds for an appeal to have their tuition fees reversed or refunded in part or in full. Incidental fees are non-refundable. Appeals will be considered on the following grounds:

- Medical: Supporting documentation from a physician or psychologist must be submitted to support the appeal.

- Administrative: Supporting documentation from a faculty and/or staff member of Laurentian University detailing the reason for the appeal.

It is important to note the following in regards to Appeals:

- Appeals will not be awarded on the grounds that a student was not aware of or misinterpreted the policies, which include course drop deadlines and related policies.
- Appeals will not be accepted on the basis of financial hardship.
- Appeals can take up to four weeks to process from the date of receipt.
- All decisions are considered final.
- If you are an OSAP recipient for the term for which you are submitting an appeal, any refund must be returned to OSAP on your behalf.
- Students are required to pay a fee for the submission of any fees appeal. If the appeal is successful, and is due to an administrative error, the fee will be refunded to the student.

4.1.4. Payment Plans

Laurentian University does not offer payment plans. It is the student's responsibility to familiarize themselves with the University's [payment options](#) and understand the University's deadlines. Assistance in recommended [Financial Literacy](#) practices is available. Laurentian University's internal collection department reserves the right to recommend and accept payment arrangements with subjects who have overdue accounts in order to avoid referral to External Collection Agencies.

4.1.5. Faculty & Staff

Laurentian will communicate with faculty and staff on outstanding balances owing to the University. The University will work with the faculty and staff on ensuring the balance gets resolved in a timely manner. If the University's internal collection efforts have been exhausted, the University may refer the outstanding balance to an External Collection Agency. Where amounts owing are due to an overpayment of wages, Employment Standards Act and Collective Agreement obligations will be followed, as applicable.

4.1.6. Agreed Upon Contracts & Other Funding Sources

Any balance owing from an individual, vendor, and/or funding source will be recorded on the University's accounts receivable, which will ultimately deem it as collectible. All balances deemed collectible must be paid in a timely manner or will be subject to late fees and may be referred to External Collection Agencies.