



# **BITS College**

## **Student Fee Collection**

### **Standard Operating Procedure**

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# 1. Introduction

It is imperative that the College collects all fees owing, and will endeavor to do so in the most efficient manner.

The purpose of this document is to provide guidelines and procedures in relation to the collection of student fees at BITS College.

The scope of this document extends to all fees and charges due to the College by students to include tuition and other types of fees for full and part-time courses at all levels.

The document is organized into two parts:

- i. policies and procedures governing the setting, scheduling and collection of student fees (from the side of the Registrar's Office),
- ii. procedures for the collecting cash and maintaining all fiscal records associated with student accounts (from the side of the Finance Office).

## 2. Registrar's Office

### 2.1 Policy

- The College will endeavor to collect all student fees in line with procedures.
- A student with outstanding fees and charges will not be permitted to register in a subsequent year or semester as appropriate until such time as the outstanding fees are paid in full.
- Students with fees owing to the College will not be able to access their results on-line, will not be issued with academic transcripts or any other official credentials and will not be permitted to progress to the next stage of their program or to graduate.

In all cases the College considers the student to be solely responsible for any financial liability to the College.

Students who have a recognized sponsor will be liable for any unpaid tuition fee costs if the sponsor defaults on payment in any given semester.

## **2.2 Fee Setting Authority**

The Governing Body of BITS College has prime responsibility for the setting and approval of student fees and charges. The Governing Body where appropriate, may delegate to the BITS Executive Management Team authority to approve or vary academic fees within agreed parameters.

## **2.3 Revision of Fees**

### **Fees are reviewed and approved annually**

The College reserves the right to correct the fee charged to a student in the event that an incorrect fee is notified as a result of incorrect information being obtained at enrolment/registration or a change in student circumstances which affect the fee due.

## **2.4 Registration**

The student registration process generally involves the following sub-processes.

- Application
- Eligibility
- Offer
- Acceptance
- Temporary Registration (on payment of registration fee)
- Registered (after payment is effected)

Authority and responsibility for student registration status reside within the office of the Registrar.

Student registration status and the collection of fees are intrinsically linked and are described in section 3 below.

## 2.5 Collection

### 2.5.1 General

- The Registrar's Office is ultimately responsible for ensuring that student fees are collected.
- The student's classification for fee purposes must be determined upon registration.
- Non receipt of payment request/ invoice is not a valid reason for failure to make payment by specified College deadlines.
- The students understand that non-payment of fees will necessitate withdrawal of services, in accordance with the service withdrawal process, and that they will be liable to pay any outstanding debt.

### 2.5.2 Payment in installments

- The option to pay by two instalments (tuition fees only) is available to students on request.
- In case of payment in installments, the 2<sup>nd</sup> installment is due on the 7<sup>th</sup>- 8<sup>th</sup> week of the semester. This provision does not apply to prior unpaid balances
- Students will not be eligible for payment by installment without complete payment of past due charges.
- For students that have been deemed eligible to pay by installment, the first installment is due by the initial due date for all students.
- If students in the general installment scheme miss their instalment payment date, services will be withdrawn until payment is received.
- Determination of eligibility of students for payment by instalment resides with the Fee Collection Committee. However, **All students are required to pay full tuition fees for the 1<sup>st</sup> semester of the 1<sup>st</sup> year of study in advance – this is a requirement to benefit from the installment option.**
- Continuing students are required to pay full fees at registration.

### 2.5.3 Fee Collection

- All student fees are required to be collected by a specified due date.
- All charges are due and payable in full at time of registration unless otherwise noted or an authorized deferment has been granted.
- The registrar should be able to send reminders to a student at least a week before the next installment is due.
- Unless otherwise noted or an authorized deferment has been granted by the decision of the Fee Collection Committee, full payment or the 1<sup>st</sup> installment (50% of total) is due at time of registration. The 2<sup>nd</sup> and final instalment (50% of total) is due by the 7<sup>th</sup> – 8<sup>th</sup> week of the semester.
- Where employers/sponsors issue written confirmation that they are to be billed for their student’s fees, invoices to that effect are issued to the employer/sponsor two-weeks in advance of respective due dates.

### 2.5.4 Fee Collection Procedures

Action	Timeline	Method of Comm.
Student notified of fees and charges owing and payment due date 1 <sup>st</sup> installment or full time fee	Registration week	Register
Student notified of fees and charges owing and payment due date (2nd payment) Payment of Second installment	7th-8th week of the semester	Letter, email to students
Full payment received from students 2nd installment payment received from students	8th week	Acknowledge payment with receipt
Services withdrawn (SW) Programs notified of withdrawal of service	Last week of the semester	email

### 2.5.5 Consequences of Late Payment

A fee which is unpaid after the due date is a debt due and owing to the College by the student who is liable to pay the fee, and the College may initiate recovery action if the fee is unpaid, except where the debt is owing to a College error.

- **Instructors are not responsible for late payments or any other administrative issues of students.**
- Late payment penalty is set as 100 birr per day
- In cases of delay in payment of the second installment, the student will not be given a second chance to pay in installments.
- Service withdrawal
  - Any student who is liable to pay but does not pay a fee by the due date has by force of these regulations their services withdrawn, unless the service withdrawn status is affected solely because of a College error. Students with service withdrawn do not have access to their full academic history. While a fee remains unpaid, the student liable to pay the fee may not obtain a transcript of or other document relating to their academic record or have a degree conferred upon them or receive an award.
- Where a student continues to have outstanding fees and charges after the College's specified collection date, they are "deemed withdrawn". The deemed withdrawal will cause the following restrictions to apply;
  - Loss of access to library borrowing and other library services;
  - Loss of access to IT services, including, but not limited to eLearning platform, Internet and email;
  - Loss of access to enrolment records, examination results and academic transcripts;
- Reinstatement service fee shall be paid if students in Service Withdrawal status formally withdraw and wish to be readmitted in subsequent year.
- Final year students will not be recorded as a graduate and no complete results or complete academic record will be issued, unless full payment of all outstanding fees is made.
- A student whose services have been withdrawn due to non-payment of fees will be informed of his/her status via email or on the student portal and that if they make no

further payment or do not contact the College concerning their outstanding fees and charges, a fees hold will be placed on their student record.

- A fees hold may prevent a student from registering.
- When the student account is paid in full, the fees hold may be lifted.

## **2.6 Reinstatement of Services**

Where students with services withdrawn due to unpaid fees seek reinstatement of services to continue their study, graduate from the College or obtain academic transcripts, they must pay:

(i) all outstanding debt; a reinstatement service fee in line with Section 6.<sup>[1]</sup><sub>SEP</sub>

## **2.7 Refunds**

- A student who has been suspended or expelled for reasons relating to student academic misconduct or student general misconduct will not be entitled to a refund of tuition fees.
- Students may be entitled to a refund of fees in accordance with the following.
  - Students who may have paid fees in excess of the amount due as determined during fee assignment.
  - Where students formally withdraw from a program of study prior to the actual start of classes, the student fees already paid to the College are refunded in full.
  - Where students withdraw from a program of study prior to Add & Drop for the semester in which they are currently enrolled, or where students attend for only the first four weeks of a semester, 50% of fees can be refunded if full payment of the fees has been made.
  - In the event that the College is unable to deliver a program, students are offered a refund of all money paid to date for that program. Alternatively, students may be offered enrolment in another program. Students must choose whether to obtain a full refund or accept a place in another program.
- In the event a student wishes to contest the College rejection of their request for a refund, they will have the chance to file their complaint through the Fee Collection Committee. This, however, does not remove the right of the student to take further action under respective laws of the land.



# 3. Finance Office

## 3.1 General

This second part of the procedure manual for the collection of student fees concerns the control, collection and timely deposit of all monies received from students (in the form of tuitions and other fees), and all fiscal records associated with student accounts, including the processing of refunds for overpayment, class withdrawals and status changes.

## 3.2 Management of Student Fee

- Fees collected from Students is handled by the Finance Office of the College
- Head of Finance shall use the latest approved Student Fee & Charges
- Head of finance shall communicate the latest Student Fee & Charges to the Bank and obtain confirmation of application from the Bank
- Each student account 'Status' on Student Information Systems software shall be updated on time once payment is made and Bank confirmation is received.
- The Head of Finance shall ensure segregation of duties between the cash collection, recording and reconciliation tasks
- In the event cash payment is received, it shall be safeguarded in a safe at the Cashiers until deposited
- Invoices must be raised by the Cashier for each cash received and deposit slips presented
- Cash received shall be deposited at the designated bank on the same day it is collected
- The Cashier shall submit all deposit slips and invoices to the accountant
- Cash receipt voucher shall be prepared by accountant and approved by the Head of Finance or Senior Accountant
- All cash collections and deposits shall be recorded daily and reconciled by the Accountant, and approved by the Head of Finance
- Monthly bank reconciliation of the account shall be prepared by Head of Finance or Senior Account and Approved by the VDBA.

### **3.3 Receipt of Payment**

- The College receives payment via online banking, bank deposit, bank transfer or cash.
- Only Payments up to Birr 1,000.00 can be received in cash in the event that the student is not able to effect payment at the bank
- Any type of payment, exceeding Birr 1000.00, should be done by bank transfer.
- Upon cash payment or presentation of justification for bank transfer, the finance office is required to provide receipt for all payments received from the student.

### **3.4 Responsibilities of Finance Office**

#### **3.4.1 During Application**

- Upon receiving notice of payment of application fee, the finance office is responsible to change the status of applicants to legible/selected for entrance exam.
- The finance office should compile an official list of all legible applicants and send to registrar via email.

#### **3.4.2 Upon Registration**

- Registration fee is paid together with the first semester tuition fee
- there is no installment for registration fee
- Upon receiving notice of payment of registration fee (whether full or in installments), the finance office is responsible to login to the system and change the status of admitted students to enrolled with full payment, or enrolled with half payment
- Every semester, the finance office is responsible to compile list of registered students with the corresponding tuition fee and send via email to the registrar and copy to the VPAAR and VPBA

#### **3.4.3 Upon Payment of Second Installment**

- Check the amount the student needs to pay
- Update the status as the fee is settled
- Provide official receipt to the student
- Change status of student from enrolled with half payment to enrolled with full payment

### 3.4.4 Upon Request for services

- The student has to be given a receipt of payment for service fee before going to the student support office to request the service.

### 3.5 Fee Collection Period

Unless otherwise specified in the Procedure for Collection of Student Fees, the following collection dates apply by default for the various fees.

<b>Fees/Charges</b>	<b>Collection Date</b>
Entrance Examination Fee	On application
Registration fee	Upon registration
Tuition fee	On registration <ul style="list-style-type: none"><li>• 1st week of the semester (full or 50% of tuition fee)</li><li>• 7th to 8th week of the semester in case of payment by installment.</li></ul>
Late Registration	First two days of the beginning of classes
Readmission fee	On application for readmission
Student Service fees & Amenities, and Other	On request of services

### 3.6 Refunds

<b>Case</b>	<b>Refund in Tuition %</b>
Formal Withdrawal, prior to the actual start of classes	100%
Formal Withdrawal, prior to Add & Drop or the first four weeks of attendance	50%
Formal Withdrawal, after Add & Drop or the first four weeks of attendance. In the case of accident or sickness where the student will not be able to attend classes, the fee paid might be transferred to the time when the student applies for readmission.	No Refund

### 3.7 Fees/Charges

<b>Fees/Charge</b>	<b>Description</b>	<b>Fee/Charge (ETB)</b>
Application for Admission	Application for new applicants of the College	300.00
Registration	Applicable for each student at the beginning of every academic year	1000.00
Tuition UG	Undergraduate Tuition	1320.00/credit
Tuition PG	Post graduate tuition	2200.00/credit
Late Registration Fine	Applicable when a student has not registered by the specified due date	500.00
Academic Record (Transcript)	One copy of the academic record (also known as a transcript) is provided free at Graduation. Additional formal records are available on request upon payment of a fee	100.00
Official Transcript	Whether local or overseas, students will be responsible to pay for the postal services of their choice to come and collect the official transcript. the fee will only be processing the official transcript	150.00
Exam Repeat	Applicable when a student has to sit a repeat exam	500.00 per exam
Application for Readmission	Applicable for a student who has withdrawn from the College after the first semester	300.00
Course Audit	A student can audit courses but will not sit for exam	1200.00 per credit
Graduation	Graduation Gown, Ceremony and one free official copy overseas or national	3000.00
To whom it may concern	Service Fee for letter of support / to whom it may concern	100.00
Reinstatement	Fee that would be applicable where a student has service withdrawn and subsequently seeks to be reinstated	1000.00
Repeat Attend	Students who are required to repeat modules will be charged the full cost to re- register in that module based on the fees at the time of repetition.	1320.00 per credit
Replacement – ID Card	All students receive a free identity card. <sup>[L]</sup> <sub>[SEP]</sub> A fee is applicable for replacing a lost card.	100.00
Admission Transfer Processing	This refers to students request to transfer from one program to another	800.00
Dishonored Payment	Students whose payments have been dishonored or recalled by banks will be charged.	1500.00

## 4. Fee Collection Committee

The Fee Collection Committee of the College is composed of representatives from the admissions office, the student support office and academic programs office as assigned by the Executive Management of the College.

The committee is required to determine eligibility of students for payment by instalments outside of the general scheme specified in the Procedure for Collection of Student Fees.

The committee is required to determine eligibility of students for deferment of payment according to the guideline provided hereunder.

- Students must demonstrate financial hardship by completing personal written statements with supporting documentation and which will be assessed by the committee on a case-by-case basis. <sup>{ }</sup><sub>{SEP}</sub>
- The committee may also decide, in liaison with other relevant units of the College, such matters referred to by the management of the College as: exemption/dispensation of charges/penalty fees, special payment options, et cetera.
- The committee meets at least once per academic semester.
- The representative of the admission office is charged with convening committee meetings.
- The representative of the admission office is charged with communicating decisions to the management and the finance office

The Fee Collection Committee of the College is also authorized by the Executive Management of the College to review and make informed decisions for special cases that are brought forward by concerned offices of the College or by the student himself/herself.