



PROCEDURE

Procedure Name	STUDENT ACCOUNTS			<i>New</i>
Procedure Number	AD 2.1	Approval Date	January 28, 2026	
Parent Policy	AP 2.0 Student Accounts Policy			
Procedure Authority	Dean of Student Services/Registrar			
Executive Sponsor	Vice-President, Academic and Provost			
Approved By	Vice-President, Academic and Provost			

1. PURPOSE

Medicine Hat College (MHC) manages student accounts with fairness, consistency, and transparency, using clear timelines and responsibilities to promote accountability and operational stability.

2. DEFINITIONS

- **Other Fees:** Administrative fees charged for services and/or materials provided by the college.
- **Overdue Account:** refers to a student's financial account that has an outstanding balance past its due date.
- **Third-Party Fees:** Fees charged and collected to cover costs associated with services or transactions that involve external organizations or vendors.

3. RESPONSIBILITIES

- 3.1 Payment deadlines for tuition, mandatory non-instructional, and third-party fees are prepared and published annually in the academic calendar by the Registrar's Office.
- 3.2 Students are responsible for payment of all tuition, fees, and other amounts owing by the due date, regardless of sponsorship or funding agreement delays or interruptions.
- 3.3 Students are responsible for ensuring that satisfactory proof of sponsorship or funding is submitted to the Registrar's Office prior to the payment deadline. If sponsorship or funding may be delayed, insufficient, or interrupted students must communicate promptly with the Registrar's Office to discuss solutions.
- 3.4 If appropriate arrangements have not been confirmed with the Registrar's Office by the due date, non-payment will result in the student's registration being cancelled and may result in an overdue account notice. Students will have the opportunity to make a payment and re-register in courses during a pre-determined grace period, subject to an administrative fee.

4. ADMINISTRATION

- 4.1 All student financial account transactions are made in Canadian funds.
- 4.2 Payments on student accounts will be applied to amounts owing to the college in the following order, unless otherwise approved by the Registrar or designate where determined that an exception is warranted:

First: oldest charges owing to the college,
Second: tuition fees,

Third: mandatory non-instructional fees,
Last: other fees.

4.3 Non-sufficient funds payments and credit card payments that incur a chargeback dispute will be subject to a fee.

5. OVERDUE ACCOUNTS

5.1 Students who have not paid their tuition, mandatory non-instructional, third party, and/or other fees by the payment deadline or agreed payment deferral date will be considered overdue and issued an overdue account notice.

5.2 The timeframes associated with notice of overdue accounts will be determined by the Registrar.

5.3 Students with an overdue account that includes tuition or mandatory non-instructional fees owing will be de-registered or withdrawn from their courses.

5.4 Students with an overdue account will have a hold placed on their record for the following services until their account is brought into good financial standing.

- issuance of transcripts
- issuance of mark statements
- issuance of parchments
- Blackboard access
- new registration processing
- new library loan privileges

5.5 A student with an overdue account who has a concurrent, unrelated, and fully paid non-credit enrolment will be allowed to continue with that enrolment.

5.6 A student's overdue account may be subject to collections processes of the college's Finance department.

5.7 If a student wishes to have a decision related to their financial account reconsidered, they must first seek an informal resolution by raising their concern with the Coordinator, Registration and Records. Students dissatisfied with this outcome have the right to an appeal with the Associate Registrar. Decisions of the Associate Registrar are final.

ORIGINAL COPY SIGNED

Nancy Brown
Vice-President, Academic and Provost
Date: January 28, 2026

Additional Information	Location
AD 2.2 Deposits and Refunds Procedure	MHC Website/Policy & Procedure SharePoint
AD 2.3 Student Payment Plans Procedure	MHC Website/Policy & Procedure SharePoint
AD 2.4 Tuition and Related Fees Procedure	MHC Website/Policy & Procedure SharePoint
MHC Academic Calendar	MHC Website
Student Account Appeals Form	Registrar's Office