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# Student Fees Protocol

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# Student Fees Protocol

## Introduction

The University sets out in this policy the regulations in relation to the charging and payment of student fees to ensure that protocols are applied in a consistent and correct manner. The student Fees Protocol is available to prospective and existing students to ensure that they are aware of their obligations and commitments and is part of the terms and conditions of online registration.

## Scope

This protocol sets out the student's fee liability, payment schedules and sanctions for late payment or non-payment of student fees and if the student subsequently withdraws from the course.

Students will be advised of their fee liability during the online registration process. It is advisable that the student familiarize themselves personally with their fee liability prior to registration.

## Liability

The student's fee liability is as follows;

- All students are fully **liable** for payment of their own student fee once registered.
- Once a student registers online on a course they immediately become liable to payment of fees for the period of registration up to the date they officially withdraw. Please see (page 3 notes) on withdrawal date fee implications. To officially withdraw a student must do so via their student apps, return their student I.D. card and check with the Fees Office that they have no fee liability outstanding.
- The Student Levy is payable in full by all students at registration and may be paid online.
- Students who apply for a SUSI grant/ employer funding and are later refused are held fully liable for their relevant fee.
- It should be noted that DCU Fees Staff cannot talk to third parties on your behalf without your written consent; this includes parents, guardians, SUSI, etc.

- Students on Scholarships must have written confirmation of the award and relevant budget code

## Payment Schedule

Payment terms are set out as follows and all student fees must be paid by the defined and published dates which are set out below;

<b>1st Instalment date:</b>	<b>Prior to/on Registration whichever applicable</b>
<b>2nd Instalment date:</b>	<b>On or before the last Friday in January of the current academic year</b>

### Note:

(Non EU Fees must be paid in full prior to Registration)  
(EU Fee Status Students must pay 60% of their relevant fee prior to registration)  
(Open Education Student Fees – 100% of their fee due at registration)

- **All EU Fee Status** students who do not qualify for a SUSI/local authority grant or the government's free tuition fee scheme must pay 60% of their total fee prior to registration. This also applies to students who attended previous universities.
- **Non-EU students** are required to pay their fees in full prior to registration.
- **Open Education Students** are required to pay in full at registration for all modules undertaken.

Where a student is experiencing financial difficulty/hardship they may apply to the Student Hardship Fund for review: [www.dcu.ie/students/finance/index.shtml](http://www.dcu.ie/students/finance/index.shtml)  
Alternative payment arrangements may be agreed in advance with the Student Fees Office where appropriate.

## Payment Method

### Online Payments

For e-payments please use this link:

[www.dcu.ie/iss/studentapps.shtml](http://www.dcu.ie/iss/studentapps.shtml)

(Please note you will need your username and password).

All credit cards/debit cards, except American Express, are acceptable please note however (a daily limit of €1,500 applies to all DEBIT CARDS) only.

### Third Party Payments

An automated telephone payment system is now available 24 x 7 on the following number 01-253-0219. This number is for student fee payments only, the amount due would have been generated on your account during the registration process. This option can be used by any individual wishing to make a fee payment on your behalf. They are required to have your student ID#, the student's date of birth and a card on which the payment is to be made.

### Bank Payments/EFT Transfer

Please transfer to the following bank account quoting student ID number;  
Allied Irish Bank Plc, Swords Road,  
Santry, Dublin 9  
BIC: AIBKIE2D  
IBAN: IE12 AIBK 9322 2143 170288

### Drafts

Drafts should be made payable to Dublin City University (DCU) and should be drawn on an Irish Bank to ensure that additional charges are not incurred.

### Cheques

From 19th September 2014, all Government Departments, Local Authorities and State Agencies will no longer accept/distribute cheques.

### International Student Payments

For International Student Payments, please use this link to Pay to Study [www.dcu.studentfees.ie](http://www.dcu.studentfees.ie)

## Receipts

Receipts are issued to all students by email when payment is made electronically.

Please ensure that you retain your receipt if required for tax purposes.

Receipts must be reprinted via the student apps page under the Student Fees menu option.

## Follow up Protocol

The Fees Office will actively pursue overdue payments during the academic year and communicate through students' DCU email address only. Follow up letters and texts will be sent if appropriate.

Students who do not engage with the Fees Office in relation to overdue fees will have all their online access suspended and a late fine of €170 applied to their account.

The university reserves the right to have a third party conduct the collection of fees using any contact details furnished by the student.

## Sanctions

Sanctions will be applied to all students whose fees remain unpaid after the dates outlined on the fees website without the formal agreement of the University's Fees Office. Where a student continues to have an outstanding debt, their registration record will have a financial block placed on it.

The following restrictions will apply:

- Late payment penalty of €170 will be imposed
- A block will be placed on all accounts with outstanding fees
- Access to Moodle, Email and Library facilities will be blocked
- Examination results will be withheld
- Access to transcripts, statements of result etc. will be withheld
- Continuing students will not be permitted to register for subsequent academic years

- Students will not be permitted to graduate until outstanding fees have been paid in full
- Accounts that have not been paid by the end of the academic session will be referred to a third party independent collection agency

This protocol is included in the University Terms and Conditions which are brought to the notice of all our students before they register online and are binding once registration is confirmed.

## Withdrawals

The University accepts no obligation to refund any fee, or part thereof once a student registers on a course.

PAC deposits on all postgraduate courses are **non-refundable** under any circumstances.

Students remain liable for fees for the period of registration up to the date they officially withdraw. To officially withdraw, a student must return their student ID card and formally withdraw via their student apps page.

It should be noted that it is not simply enough to speak to your Chairperson and tell them you will not be returning to your programme. You must fill out the relevant forms duly signed and formally defer/postpone/withdraw. You may withdraw online via your student apps and return your student ID card to the Registry Office. Failure to formally defer/withdraw will incur a fee liability for the student.

Once a student defers/withdraws they will not have access to student apps/email.

### Undergraduate students entitled to free fees

Students who withdraw **before/up to 31st October** are liable to **pay 50% Student Contribution and No Tuition fees** will be claimed from the HEA for that student by the University in the current academic year.

Students who withdraw **before 31st January** are liable to **pay 50% Student Contribution Fee and 50% Tuition Fee** will be claimed from the HEA for that student by the University in the current academic year. The student will be liable to pay

**50% tuition fee and 100% contribution fee** should they return to third level education.

Students who withdraw **after 31st January** are liable to **pay 100% Student Contribution fee and 100% Tuition Fee** will be claimed from the HEA. Students will be liable to **pay 100% Tuition Fee and 100% Student Contribution fee** should they return to third level education.

### Undergraduate students not entitled to free fees

Students who withdraw **before 31st January** are liable to pay **60%** of the fee due in the current academic year.

Students who withdraw **after 31st January** are liable to pay **100%** of the fee due in the current academic year.

### Postgraduate Students:

Students who withdraw **before 31st January** are liable to **pay 60%** of the fee due in the current academic year.

Students who withdraw **after 31st January** are liable to **pay 100%** of the fee due in the current academic year.

**The above rules do not apply to Open Education students.**

## Refunds

Refunds to grant holders or sponsored students, who have paid fees and/or a deposit pending approval of a grant, are issued only when the University has received the fee payment from the grant authority or sponsor.

Payments made by credit/debit card are rebated directly to the cardholder's account. Refunds made 180 days or more after payment must be issued by EFT. Students awaiting a refund must enter their bank details online via their student app.

## Medical Grounds

Student fees may be waived on medical grounds if the student can provide appropriate medical documentary evidence that they cannot attend or complete the programme. Students will also be asked to provide a letter from their counsellor, consultant or hospital stating that they are fit to return to study before returning to DCU.

### Supplementary Evidence for Fee waiver

Supplementary evidence must be provided to support the application. This will take the form of;

- Hospital letter - dated, signed and stamped, or
- Letter from Consultant/Counsellor dated, signed and stamped or
- Letter from Consultant, Counsellor or Hospital stating student is fit to return

### Fees applicable on Medical Grounds

The following fees apply to students who have postponed their studies on medical grounds and are returning to the same programme the following year:

- Students who defer a full academic year prior to registration will incur no fee liability.
- Students who register and subsequently defer prior to the 31st October will have their fees payment carried forward to the next academic year.
- Students who postpone on medical grounds will be required to pay the full Student Contribution/ tuition fee. However students may be eligible for the medical waiver of fees when they re-register.
- Student records must be updated to reflect the certified illness for the semester they are seeking a medical waiver for (all exams must be deferred). Certificates must cover the full period of absence from University.
- Students who postpone the autumn repeats only on medical grounds will not be entitled to a medical waiver (except in exceptional circumstances)
- Masters/PhD Students who have passed all examinations but have deferred their

dissertation on medical/other grounds cannot seek a medical fee waiver in this instance. They may be eligible for a reduced fee of €645/€750 if they have fully paid their fee in the previous academic year.

- Students coming to DCU from another university will not be permitted to apply for a medical fee waiver. Medical waivers do not carry from one university to another university.
- Medical waivers can only be availed of once during the registration period of the programme.

**Not applicable to Open Education students.**

## Repeat Students

### Repeat/Deferred and attend Module:

- €55.00 per ECTS credit plus €170 LEVY CHARGE (all Part time programmes)
- €55.00 per ECTS credit plus €277 LEVY CHARGE (all Full time programmes)

### Module Fee

	€
<b>5.0 credit</b>	<b>275</b>
<b>7.5 credit</b>	<b>413</b>
<b>10 credit</b>	<b>550</b>
<b>15 credit</b>	<b>825</b>
<b>20 credit</b>	<b>1100</b>

### Registration of Dissertation on Taught Master programmes excluding Open Education:

- Registration fee to submit a deferred dissertation: €325 plus levy
- Registration fee to re-submit a failed dissertation: €475 plus levies

In order to avail of the special dissertation fee of €475 plus levy students must only have minor changes to make to their dissertation this must be confirmed by the student's Supervisor by email.

They must be ready to submit by 1st December as registration is only for 3 months and not a

full academic year. This rate applies to taught masters only.

The above rules/fees do not apply to Open Education Students.

## Hardship Cases

Students may be eligible for student financial assistance through the Student Assistance Fund to meet living expenses, if the student can provide appropriate documentary evidence that they cannot afford to pay for living costs. Students on grant can obtain or renew a grant to pay the relevant fee. Payment plans can be put in place to cater for students who do not qualify for grants.

## Financial Assistance Service

Full details of the Student Assistance Fund (funded via the National Development Plan and the European Social Fund) are now available at: [www.dcu.ie/students/finance/index.shtml](http://www.dcu.ie/students/finance/index.shtml) Please note that the (new) deadlines for the receipt of applications are:

November 1st (for assistance in Semester 1), and March 1st (for assistance in Semester 2).

The Student Advice Centre offer advice on financial matters, such as fees, grants, financial supports available, budgeting and managing your money to both part-time and full-time students at DCU. You'll find a range of resources, links and information on our site and in the Student Advice Centre. **For further information please contact the Student Advice Centre at 7007165 or email [student.support@dcu.ie](mailto:student.support@dcu.ie)**

## Reduced Fee Waiver

1. First year DCU students who made the wrong CAO choice and now wish to change programmes internally can apply.
2. Students must have paid full course fees in the previous year of entry to avail of the reduced fee. (€3577 per annum)
3. Forms must be submitted for approval prior to the 31st August and the student will be

required to pay 60% of the above prior to registration. No application will be accepted after the above date.

## Graduate Studies Registration Grace Period

New Students who commence their research from 2nd March onwards each year register as normal but because they are registering during DCU's registration grace period, this means that they will not be liable for any research fees until the start of the next academic year. Students who are paying their own fees will however be liable to a non-refundable deposit of €500, which will then be deducted from their fees when they re-register in September in the following academic year.

NB: Students who register during the grace period (March to September) will register as Year 1 students but they must also register again as Year 1 students in September for the next academic year (even though this will have meant registering twice in a short period of time). Such students will only be liable to the 1st year full-time or part-time fee applicable to the new academic year.

## Relevant Fees Forms

The forms below can be printed via the following link:

- Previous college Declaration form
- Medical Remission forms

[www.dcu.ie/fees/fees\\_forms.shtml](http://www.dcu.ie/fees/fees_forms.shtml)



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