

Student Accounts

Frequently Asked Questions

1. How do I get information about my OSAP application?

Information about your OSAP Application can be found through the Financial Aid department at <http://www.algonquincollege.com/financial-aid/>

2. I require information on behalf of my son/daughter/other relation. What information can I obtain on behalf of a student?

A release of information form must be completed by the student. You can access the form using this link:

<http://www7.algonquincollege.com/ro/Forms/RO08bAuthorizationforReleaseofStudentInformation.pdf>

In accordance with our Privacy Policy, we will not release student account information without consent from the student as documented in a completed Release of Information form. For more information, please follow this link:

<http://www.algonquincollege.com/policies/policy/confidentiality-of-student-records/>

3. My student fees were applied to the Residence in error. How can I transfer my fees to my College student account?

Please call residence directly at 613-727-4723 ext. 4990 or submit your request using our Ask Finance web form at <http://www.algonquincollege.com/finance/student-assistance/>.

Turnaround time: 3-5 business days.

4. I paid my residence fees to the College in error. How can I transfer my fees to pay for Residence?

You can submit your request using our Ask Finance web form at <http://www.algonquincollege.com/finance/student-assistance/>.

Turnaround time: 3-5 business days.

5. I incorrectly sent money to the College in error through my online banking account. How can I get a refund?

You can submit your request using our Ask Finance web form at <http://www.algonquincollege.com/finance/student-assistance/> and include the following information:

1. Date the money was transferred to the College
2. Amount of transfer
3. Name of your banking institution
4. Name of sender (if someone other than you)

Please note that the refund will be processed by cheque made payable to the student.

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6. If I have a credit balance on my student account, how can I transfer money to my meal plan, One card or Connections (bookstore) account?

Send in your request using our Ask Finance web form at <http://www.algonquincollege.com/finance/student-assistance/>.

Normal turnaround time: 2-3 days unless the payment was by personal cheque in which case the transfer will be delayed by 15 days.

7. I made a payment to Algonquin College by online banking but the payment is not showing in my student account in ACCIS. Where is my payment?

To help us track down your payment, send in your request using our Ask Finance web form at <http://www.algonquincollege.com/finance/student-assistance/> with the following information:

1. Date the money was transferred to the College
2. Amount of transfer
3. Name of your banking institution
4. Name of sender (if someone other than you)

Turnaround time: 3-5 business days

8. I understand I am to receive a cheque (refund, bursary or scholarship), when can I expect my cheque?

You can submit your request using our Ask Finance web form at <http://www.algonquincollege.com/finance/student-assistance/> and include the following information:

1. Reason for payment to you (e.g. refund of overpayment on my account, bursary payment, scholarship payment, withdrawal from course or program, etc.).
2. Amount expected

If you qualify for a refund or if Financial Aid has processed your bursary or scholarship, a cheque will be delivered to you through regular mail by Canada Post. You should receive your cheque within 2-3 weeks.

If you are an international student and have paid us by wire transfer or Flywire, then any refunds will be sent back to the original source by wire transfer or by Flywire.

9. How long is a cheque valid?

A cheque is valid for 6 months after the date of the cheque. If you have an uncashed cheque from the College that is older than 6 months and wish to have a new cheque issued, send in your request using our Ask Finance web form at

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<http://www.algonquincollege.com/finance/student-assistance/> with the following information:

1. Dollar value of cheque
2. Cheque number

Please also return the cheque to:
Algonquin College, Room C550
1385 Woodroffe Avenue
Ottawa, Ontario
K2G 1V8

Once we have received the original cheque, a reply email will be sent to you and a new cheque will be issued and delivered to you through regular mail by Canada Post. You should receive your cheque within 2-3 weeks.

10. What is the administration fee for a returned cheque (for example, Not Sufficient Funds, stop payment, etc.)?

The College will charge a \$25 fee for a cheque not honoured by the bank.

11. How do I register for next semester if I still have a balance owing on my account for the current semester?

Full payment of your account is required before any future registration will be processed. Your account balance is available by logging in to your ACSIS account. Further information on your payment options are available at this link:

<http://www.algonquincollege.com/ro/pay/payment-options/>

12. What methods can I use to make a payment of my student account?

Payment options are available on the Registrar's website at this link:

<http://www.algonquincollege.com/ro/pay/payment-options/>

13. My account is encumbered and I did not receive a T2202A tuition tax receipt. How can I obtain a copy of my T2202A receipt?

Send in your request using our Ask Finance web form at

<http://www.algonquincollege.com/finance/student-assistance/>.

Please note that receipts will be generated only for the eligible amount. Unpaid balances are not eligible for a tax receipt. Also, a receipt will not be generated if the total amount of your payments in the year is less than \$100.

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14. I tried to access my T4A tax receipt from ACSIS and it says I am not eligible for one. How do I know if I should have received a T4A tax receipt?

A T4A slip is issued to only those students who have been awarded a bursary(ies) or scholarship(s) from the College. A T4A slip will not be issued for less than \$500.

T4A slips are available on ACSIS starting with the 2017 tax year. For taxation years 2016 and prior, send an email to payroll@algonquincollege.com to request a copy of a T4A slip. Include the following information in your email:

1. Your name
2. Student ID #
3. Your current address
4. Tax year for which you require a receipt

Amounts received from OSAP or the National Student Loan Service Centre will not be reflected on a T4A from the College. If you have received funding from either of these organizations, please contact them directly for copies of their receipts.

15. I withdrew but there is still a balance owing on my account in ACSIS. Do I have to pay it?

If you withdrew after the refund date, then any outstanding fees are considered valid and owing. Further details about our refund policy are available at this link:

<http://www.algonquincollege.com/ro/pay/refund-policies/>

Please note that all withdrawals must be made in writing.

Detailed information on the withdrawal process is available on the Registrar's website at this link: <http://www.algonquincollege.com/ro/register/withdrawals-refunds/>

If you have any further questions, please contact the Registrar's Office at askus@algonquincollege.com.

16. What is the College's business/GST/HST number?

Legal Name: Algonquin College of Applied Arts and Technology
Corporation # (Ontario): 001500291
Incorporation date: October 26, 1967
GST/HST #: 10669 9549 RT
Charitable #:88855 0845 R0001 (College)
88826 0643 RR001 (Foundation)