

Policy Number	307.001
Policy Title	NON-TRADITIONAL ONLINE STUDENT TUITION AND FEES PAYMENT POLICY
Responsible Officer	Controller
Responsible Office	Accounting Office
Summary	The following policy outlines the University's policy on student payments.
Definitions	<p>Fees: Any expenses charged to student's accounts during the scheduled classes including but not limited to technology fees and book fees.</p> <p>Installment Payment Plan: A contractual agreement between the student and the University to make equal monthly payments to reconcile the student's account balance for the current semester.</p> <p>Hold: A restriction placed on the student account that will withhold registration, Issuance of diplomas, grade reports, official and unofficial transcripts.</p> <p>Installment Payment Plan: A contractual agreement between the student and the University to make equal monthly payments to reconcile the student's account balance for the current semester.</p> <p>Non-traditional Online Student: The student population that attends classes given online with sub-term starts. This does not include 8-week online graduate course students. Sub-term: This refers to the term for non-standard classes that do not line up with the normal fall, spring, or summer term. These classes last 5 to 6 weeks and begin various times during the calendar year.</p> <p>Online Cohort Schedules: The time frame set up through the University that indicates the start dates for online student cohort groups and the required classes for the particular degree.</p> <p>Tuition: Amount charged for access to University instruction and resources.</p>
Approving Body	Academic Council; Administrative Council
Approval Date	307.000 – Aca C (08.09.2019); Admin C (07.18.2019) 307.001 - Aca C (05.28.2021); Admin C (04.16.2021)
Last Revision	04.14.2021
Re-evaluation Date	Fall 2023
Department Impact	The University Registrar, Accounting, Financial Aid, Admissions

Failure to follow the following policy may result in disciplinary action, including termination of employment.

Policy Statement

Settlement of all sub-term charges is due the day before each sub-term starts, as set forth by the Online Cohort Schedules. Students are responsible for following payment deadlines and policies, policies regarding adding or dropping a course, and financial aid policies.

Rationale

The intention of this policy is to provide clear guidelines for payment policies and deadlines for online students.

Policy Procedures

Course & Fee Statements for New and Returning Students

Once students are registered for classes, they can access their statement through their my.ciu.edu account. Students will receive a notification to their CIU student email account informing them that their bill is ready to view.

Accepted methods of payment are:

1. Cash (Office Only), check, money orders and credit cards (MasterCard, Visa, Discover, American Express)
Note: If a check is returned due to insufficient funds, a \$12 returned check fee will be assessed.
2. Online payments by E-check or credit card through my.ciu.edu.
3. Financial aid that meets or exceeds semester charges.
4. 529 College Savings Plan Payments
5. International Payment Options: Flywire or Wire Transfers
6. Installment payment plans set up through my.ciu.edu.

Installment payment plan participants are required to make consecutive monthly payments as scheduled. Missed payments or returned payments due to insufficient funds must be brought current on the second attempt. If the second attempt is unsuccessful, the existing payment plan will be terminated. If payment is not received, an accounting hold will be placed on the student's account and the remaining account balance will be turned over to a third-party collection agency.

Credit Balance

A credit balance eligible for a refund is one where all the applicable charges and credits have been posted to the account and his or her eligibility for such funds has been reviewed and confirmed or adjusted based on current eligibility, enrollment or any other applicable conditions. Anticipated funds, including anticipated financial aid, are not considered credits to a student's account until the funds have actually been disbursed to the account.

Eligible students with a credit balance will receive a refund within fourteen (14) calendar days.

Accounts of students on a Payment Plan are not eligible for a refund unless the Payment Plan has been completed and paid in full, and payments exceed the applicable charges.

Student Billing

Bills are calculated based on courses for which students are registered. Students are responsible for dropping a class before the drop date. If the student fails to drop a class prior to the set drop date, they will be responsible for the tuition amount based on the [Student Tuition and Fee Refund Policy](#). Should the student add, drop, or change a course prior to the official drop or add date, the balance will be adjusted where necessary.

Students are responsible for making sure tuition and fees are paid and that all necessary forms have been processed through financial aid. This includes providing requested information and following up on financial aid status to ensure proper delivery of aid. If a student does not secure financial aid before the payment due date, he or she will need to enroll in a payment plan or pay the balance in full. If a student enrolls in a payment plan, he or she is required to continue making payments until cleared through Financial Aid. Once financial aid has

been processed, any overpayment or excess funds will be processed to the student within fourteen (14) calendar days.

Military Students

Military students must contact the Certifying Officer in the Financial Aid Office to confirm their semester registration and military status/benefits. Documents must be submitted at the time of registration prior to the start of classes.

Military students with benefits that pay 100% of tuition and fees will automatically be excluded from classes being dropped due to non-payment. Students receiving military benefits who have an anticipated remaining balance must abide by the payment deadline with full payment of said balance.

Consequences of Non-Payment

Students who fail to pay the full tuition cost for their current class by the due date will be reported to the Registrar's Office at the end of the first week. Students are given a 15 day grace period to submit payment. If payment has not been received at the end of the 15 day grace period from the class start date, a \$10 late fee will be assessed. Students are also given the option of a payment plan. If payment plan payments are not made as agreed, a \$10 late fee will be assessed for each missed or late payment. If full payment is not received by the end of the current class, students will be dropped from remaining classes. When a student is dropped from classes due to non-payment, the Registrar's Office will notify the student via his/her CIU email address as well as relevant CIU personnel. Students dropped from classes due to non-payment will not be permitted to re-enroll in the same sub-term. The Financial Aid Office will be notified of students who are dropped from classes due to non-payment, and all aid will be removed the sub-term.

Hyperlinks

www.ciu.edu/policy