

## Student Billing and Refund Information

Full payment of Student Charges, less approved financial aid, is required before the start of each term. Your Statement of Account is accessed online through WebHopper. Statements become available on or about July 1<sup>st</sup> for the fall term and December 15<sup>th</sup> for the spring term. You may make one lump sum payment each term directly to the College, or enroll in a Payment Plan, by the payment due date for each term. International Students please see [International Students- Prepay Policy](#) later in this document.

Instructions for viewing statements:

Log into your WebHopper Account and go to the Students Menu. Click the link to [View Account and Make Payments](#) under the [Financial Information](#) section. This link will take you to the [Make a Payment](#) page. Open the [Student Finance](#) link at top of the form and choose [Account Activity](#). The Account Activity view is helpful for quick reference, however, it is very important to review your statement in detail. Use the drop down menu to choose which term based statement you want to generate and then click on [View Statement](#).

### International Students – Prepay Policy

All enrolling International Students requesting an I-20 document in order to obtain an F-1 student visa must prepay tuition, room and board costs, less any academic scholarships awarded by the college. Payment for each full academic year (fall and spring term charges) must be received no later than 45 days prior to the first day of the fall term of each academic year.

### Miscellaneous Charges

Charges for library fines, health services co-pays, campus police tickets, social fines, residence hall cleaning fees and damages, etc. are due when billed to the student account. This includes course fees, such as applied music or science labs. Late fees will apply for miscellaneous charges not paid when billed.

### Overload Fee

Students registered for **more than 5 credits** will be charged an **overload fee**. The overload charge will be based on the student's registration on the last day to add a class each term. Refer to the College Costs page for current charge. Please keep this in mind when making your financial arrangements.

### Texas Guaranteed Tuition Plan (formerly the Texas Tomorrow Fund)

The Business Office will credit the amount expected for each term to the Student Receivable Account. New students who wish to use Texas Guaranteed funds should email the TGTP account number to the Business Office email at [businessoff@austincollege.edu](mailto:businessoff@austincollege.edu). Please refer to the Texas Guaranteed website for additional plan information: <https://www.tgtp.org/>.

### Outside Scholarships

You must notify the Financial Aid Office of any scholarships awarded to you. Outside Scholarships will show as **Currently Ineligible** on your statement until the funds are received by the college. **You may deduct outside scholarships amounts from your balance due before paying.** You will not be penalized for outside scholarships that have not arrived for the start of term; however, it is your responsibility to follow up with the agency awarding the scholarship(s) to ensure that payment is received by the end of each term.

### Student Work-Study

The earnings for student employment are paid semi-monthly directly to the student and will not be automatically applied to your charges. You may request that those funds be applied directly to your Student Account via payroll deductions. Please contact Tiffany Medaris, Student Receivable Account Specialist, at [tmedaris@austincollege.edu](mailto:tmedaris@austincollege.edu) or 903-813-2448 to make arrangements for payroll deductions.

## Payment Options

Austin College accepts checks, e-check, cash, and debit/credit cards. There is no fee for e-check processing. However, there is 2.5% convenience fee for all credit card or debit card transactions. You can make payment at the Business Office or through your student WebHopper account. All payments mailed to the college should include your name and Student ID number. Payments may be remitted to Austin College 900 N Grand Ave, Ste 6F Sherman TX 75090. You may also pay by phone M-F from 9am- 3pm at 903 813-2443.

**Payment plans for fall and spring terms are available through ACI Payments, Inc.**

We offer two types of plans:

- 1) Annual Payment Plans - Allows you to divide the amount owed for both the fall and spring terms into either 12, 11 or 10 monthly installments depending on how early you enroll in the plan. See payment plan flyer for details.
- 2) Term Based Payment Plans - Allows you to divide the amount owed for each term individually into either 4 or 3 monthly installments depending on how early you enroll in the plan. See payment plan flyer for details.

Each plan allows for a 10 day grace period. A late fee will be assessed by ACI Payments, Inc. for payments made after the grace period. Missing two payments will result in the termination of the payment plan. Enroll at [ACI Payments, Inc.](#) Google Chrome is the preferred browser for this site.

## Credit Balance Refunds

Please complete a **Credit Balance Option** form if you expect to have a credit balance at any time during the semester. This form can be found on WebHopper under the Financial Information Section of the menu. Refunds will not be issued until after the first day of class, all anticipated financial aid has been disbursed to your account and your account has a credit balance. It is in your best interest to complete all the necessary paperwork as quickly as possible.

Refunds may be paid by check or by direct deposit. The Business Office **does not** use the same direct deposit information as the payroll office does for your work-study pay. To sign up for direct deposit of your refund logon to WebHopper and go to the main menu. Use the Direct Deposit Accounts Payable link found under the Financial Information section.

If the credit on your statement is a result of your **ACI Payments, Inc. Payment Plan** account, refunds will not be processed until the final payment has been made and the term contract has been completed. If you wish to reduce your contract please contact Tiffany Medaris at [tmedaris@austincollege.edu](mailto:tmedaris@austincollege.edu) or 903-813-2448.

If the credit on your statement is a result of your **Texas Guaranteed Tuition Plan** (formerly the Texas Tomorrow Fund) account, refunds will not be processed until the funds are received.

## Bookstore

Bookstore credit is available for those students who expect to have a credit balance once all their financial aid is posted to their accounts. If you will not have bookstore credit, please make sure that you will have means to buy your books. The Office of Financial Aid estimates the costs of books to be between \$500 and \$600 per semester. In order to request bookstore credit you must complete a **Credit Balance Option** form. This form can be found on WebHopper under the Financial Information Section of the menu.

## Drop Policy (Full-Time Tuition vs. Part-Time Tuition)

Term charges are prorated if a student drops from full-time to part-time after the last day to add and before the end of the fourth week of classes. A prorated full-time tuition credit as well as a prorated part-time charge will be assessed as in the chart below. No credits will be given after the fourth week of classes.

<u>Date of Drop</u>	<u>Full-Time Credit &amp; Part-Time Charge</u>
During Second Week of Term	75%
During Third Week of Term	50%
During Fourth Week of Term	25%
After Fourth Week of Term	No Adjustment

## Overload Fee Refund

If a student is assessed an overload fee on the last day to add, and later drops, a prorated credit of the overload fee will be assessed as in the chart below. No credits will be given after the fourth week of classes.

<u>Date of Drop</u>	<u>Overload fee Credit</u>
During Second Week of Term	75%
During Third Week of Term	50%
During Fourth Week of Term	25%
After Fourth Week of Term	No Adjustment

## Withdrawals: Charges and Refunds

Students who withdraw from school and fail to notify Austin College before July 15 for the Fall Term and January 15 for the Spring Term forfeit \$100 of the General Deposit.

<u>Tuition Refunds After Registration:</u>	<u>Refund</u>
Prior to First Day of Term	100%
During First Week of Term	80%
During Second Week of Term	75%
During Third Week of Term	50%
During Fourth Week of Term	25%
After Fourth Week of Term	0%

Room Charges: Penalty for cancelling room contracts will be assessed as disclosed in the contracts.

Board: Penalty for cancelling meal plan contracts will be assessed as disclosed in the contracts.

## Contact information for Questions

Payment Options – contact Business Office – Tiffany Medaris via telephone at 903 813-2448 or via email at [businessoff@austincollege.edu](mailto:businessoff@austincollege.edu).

Financial Aid & Scholarships– contact the Financial Aid Office via telephone at 903 813-2900 or 800 526-4276 (800-KANGAROO) or via e-mail at [finaid@austincollege.edu](mailto:finaid@austincollege.edu).

Meal Plan and Housing – contact Student Life – Cyndi Gilliam via telephone at 903 813-2294 or via email at [studentlife@austincollege.edu](mailto:studentlife@austincollege.edu).

Student Health Insurance – contact Health Services - Leigh Ann Onwu via telephone at 903 813-2247 or via email at [health@austincollege.edu](mailto:health@austincollege.edu).