

# 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 [Self-Service](#). You will be notified by email to your Austin College email when your statement is available. Statements will be available on or about July 1<sup>st</sup> for the fall term and November 15<sup>th</sup> for the spring term. You may make one lump sum payment directly to the College or enroll in a Payment Plan by the payment due date. International Students please see [International Students- Prepay Policy](#) later in this document.

## Instructions for viewing statements:

Log into your [Self-Service](#) Account and choose the **Student Finance** category. You will find a link to the **Account Activity** page on the right side of the screen. The Account Activity page 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 billing 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, housing and food 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 (July 15) of each academic year. See Student Health Insurance information below.

## 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.

## Student Health Insurance

Austin College students are required to have health insurance coverage. Coverage may be provided by a family policy or enrollment in a policy offered by the College. Coverage must be verified annually by submitting an online waiver.

**Information provided to the Athletic Office is not used for this purpose. All students must submit online waiver.**

Information about [student health insurance](#) is available on the Austin College Health Services web page. The Health Insurance Fee will be billed automatically to the Student Receivable Account for any student without an approved waiver on file by July 1<sup>st</sup> each year.

## Overload Fee

Students registered for **more than 5 credits** will be charged an **overload fee**. The overload charge is based on the student's registration on the last day to add a class each term. Refer to the [Business Office](#) page of the Austin College website for current charges. 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 by the start of the 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 Methods

Austin College accepts checks, e-checks, cash, and debit/credit cards. There is no fee for e-check processing. However, there is a 2.5% convenience fee for all credit card or debit card transactions. Payments may be made online through [Self-Service](#). 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 in person at the Business Office or by phone M-F from 9am- 3pm at 903 813-2443.

## Payment Plans

We offer two types of payment plans through ACI Payments, Inc.

- 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. These plans open in March each year and close in May and June.
- 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. These plans open in June each year and close in July and September.

See the [Payment Plan](#) page of the Austin College website for details.

Enroll at <https://payplan.officialpayments.com>. Google Chrome is the preferred browser for this site. You may have to copy and paste the URL into your browser.

## Credit Balance Refunds

Please complete a [Credit Balance Option](#) form located in Etrieve in the Forms Folder under Student Accounts Receivable. Refunds are issued after the 12th day of the term (fall/spring), all anticipated financial aid has been disbursed to your account. You will only process this form once, unless you need to make a change. The information submitted on this form is used for any/all credit balances. The form has an option for leaving your credit balance on your account for future terms and has notes section for you to communicate with the Business Office.

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. There is a link to the [Accounts Payable Direct Deposit Bank Information](#) from in the Credit Balance Option form.

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 contract has been completed for the term. 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.

## 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

## 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%

Housing Contracts/Charges: Penalty for cancelling room contracts will be assessed as disclosed in the room contracts.

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

<u>Date of Termination</u>	<u>Amount Refunded</u>
Prior to taking occupancy	100% of semester housing rent
Week One	90% of semester housing rent
Week Two	80% of semester housing rent
Week Three	60% of semester housing rent
Week Four	40% of semester housing rent
Week Five	20% of semester housing rent
After Week Five	No Refund

### **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

### **Contact information for Questions**

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

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

Food Plans and Housing – contact Student Life – LaQueta Wilson by phone at 903 813-2294 or email at [studentlife@austincollege.edu](mailto:studentlife@austincollege.edu)

Student Health Insurance – contact Health Services – Shelley Plumlee by phone at 903 813-2247 or email at [health@austincollege.edu](mailto:health@austincollege.edu).