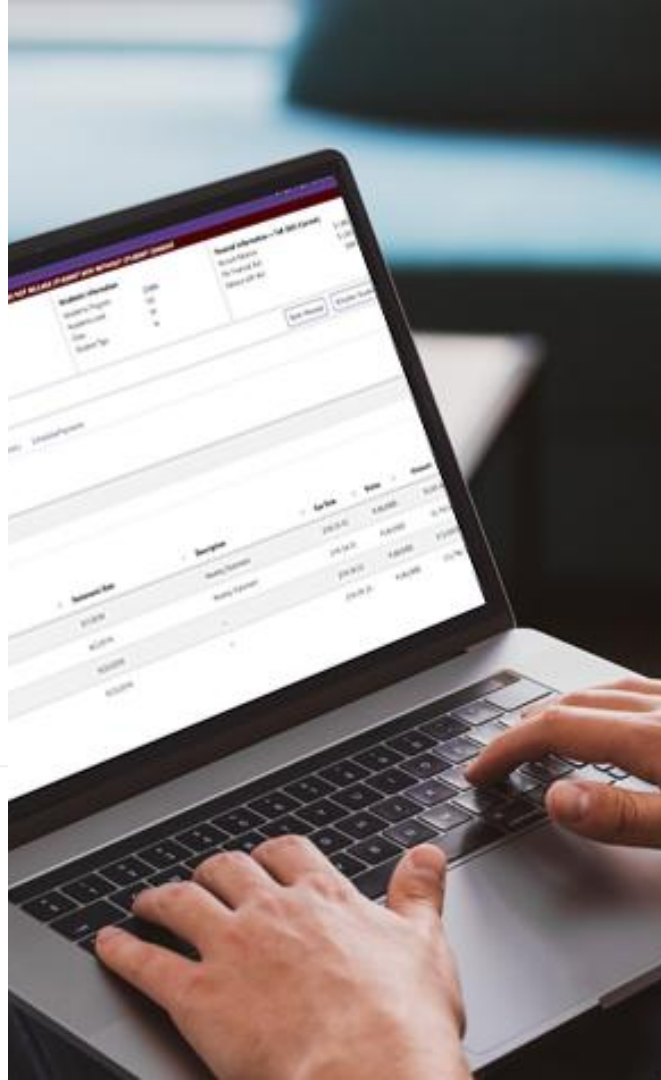


Student Account Center Activities



- 1 Make payments and schedule future payments
- 2 Save payment methods
- 3 View account balance and payment history
- 4 View e-bill and 1098-T tax statements
- 5 Add an authorized user
- 6 Sign up for text alerts
- 7 Enroll in payment plan and direct deposit, if offered

Sample Payment FAQs

Q: How do I make a payment?

Click the "Make a Payment" tab on the home page. You will have the option to pay current account balance, or by term. If you are making a partial payment or a specific dollar amount, click "current account balance" and edit the text box to the far right with the desired dollar amount.

Q: What are my online tuition payment options?

You can make online payments with electronic check, debit card or credit card. We accept Visa, MasterCard, American Express, and Discover.

Q: Where do I enroll an authorized user?

Navigate to "My Profile Setup" on the home page. Click "Authorized Users," then "Add Authorized Users." Note, Authorized Users will not receive the same communications as students, however they do receive important notifications and reminders.

Q: Can I schedule a payment?

Yes. Click "Make a Payment" on the homepage. Edit the payment date to the desired date(s) and follow the prompts to complete the payment.

Q: What happens if a payment is returned?

If a payment returned you will be charged a \$25 fee and the original payment will be reversed on your student account.

Sample PayPath FAQs

Q: Why is the service fee for domestic cards 2.95%? How was that percentage established?

It is the amount established by the credit card processor, TouchNet PayPath Service. This fee covers the credit card transaction fees charged by the credit card companies.

Q: Why is the service fee for International cards 4.25%? The service fee of 4.25% covers the card brand-imposed interchange rates for international transactions being accepted.

Q: Do other colleges and universities charge a service fee for credit card transactions? Yes, an increasing number of schools are collecting service or convenience fees for credit/debit card transactions. These fees offset the merchant fees imposed by the credit card companies. This allows us to offer the service of credit card payments.

Q: How can I pay my student account and avoid the service fee? You may make payment via electronic check (ACH) or paper check and not incur the service fee. Mail paper checks to [College Information].

Q: If a credit card payment is made in error, will the service fee be refunded? The service fee is non-refundable, even if the payment to which it relates is canceled, refunded, credited, or charged back.

Q: Will the service fee that I am charged show on my [College] student account? No. The service fee is charged by a third-party company, TouchNet, and it will not show on your [College] student account and student account statement.

Q: How will this appear on my credit card statement? You will see two separate transactions on your credit card statement: one for the student account payment, and one for the service fee.

Sample Payment Plans FAQs

Q: What are the [College]'s Payment Plan(s) offerings?

[Institution-specific; list available plans. Note that you may only enroll in a single plan per term]

Q: What are the enrollment dates for the payment plan offered by [College]?

[Provided by Institution]

Q: Can I enroll in a plan before I have an account balance for the semester?

[Institution-specific] – Only if using estimated payment plans

Q: What payment methods can I use when enrolling in my [College] payment plan?

You can sign up for a payment plan and pay via ACH (direct debit from your bank account), credit or debit card. You can also make a one-time payment using the same payment methods.

Q: What happens if I cannot make an installment payment?

If an installment payment is late, a \$30 late fee will be assessed to your student account. Payments must be made immediately or you may be dropped from your classes for the amount owed.

Q: Why did my installment amounts change for my payment plan?

The Payment Plan adjusts your installment amounts as new charges or credits are applied to your student account.

Q: What if I have financial aid?

If a student is awarded financial aid for a semester, installment payments will be reduced to reflect the amount of the award. If a student's award is reduced during the semester and a balance is owed, installment payments will process against the card/account on file for any installment due dates that have not passed.