

Policy Number	307.002
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 a student's account 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 at 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) 307.002 - Aca C (07.18.2022_); Admin C (06.13.2022_
Last Revision	03.8.2022
Re-evaluation Date	Fall 2025
Department Impact	The University Registrar, Accounting, Financial Aid, Admissions

Failure to adhere to 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 listed 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, statements can be accessed through my.ciu.edu. Notifications are sent to CIU student email addresses when bills are available to view.

Methods of Payment:

1. Cash (Office Only), check*, money orders and credit cards (MasterCard, Visa, Discover, American Express)
2. Financial aid that meets or exceeds semester charges
3. 529 College Savings Plan Payments
4. International Payment Options: Flywire or Wire Transfers
5. Payment plans (per semester fee required)

*Note: If a check/e-Check is returned due to insufficient funds, a \$25 returned check fee will be assessed.

Payment plans are available at the beginning of each semester. Students enrolled in a payment plan are required to set up recurring billing which will automatically draft a banking institution or card for the required monthly payments. Missed payments or returned payments due to insufficient funds must be brought current immediately. Delinquent payments will result in the termination of the payment plan agreement.

Credit Balance

A credit balance eligible for a refund occurs when all applicable charges and credits have been posted to the account, and the student's eligibility for such funds has been reviewed, 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 been disbursed to the account.

Eligible students with a credit balance will receive a refund within fourteen (14) calendar days from the date of disbursement.

Accounts of students on a Payment Plan are not eligible for a refund unless the Payment Plan has been 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 end of the add/drop date. Students who fail to drop a class prior to the set drop date 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 as 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 timely delivery of aid. Students who do not secure financial aid before the payment due date will need to enroll in a payment plan or pay the balance in full at the beginning of the semester. Students who enroll in payment plans are required to continue making payments until cleared through the Financial Aid

Department. Once financial aid has been processed, any overpayment or excess funds will be processed to the student within fourteen (14) calendar days from the date of disbursement.

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 Missed Payment

Students who do not pay their balance or establish a payment plan by the beginning of the sub-term will be assessed a \$75 late fee, and a hold will be placed on their accounts. Accounting holds prevent registration of future classes and the releasing of transcripts and diplomas.

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 and future classes will be dropped. Students will incur additional \$75 late fees at the beginning of each sub-term if the balance remains unpaid. If payment is not received by the end of the semester, 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.

Hyperlinks

www.ciu.edu/policy