

STUDENT ACCOUNT POLICY

Purpose

This policy details those rules, regulations, and procedures that apply to the Office of Student Accounts.

Statement of Policy

Add/Drop Policy

Students who add or drop classes may need to repay some or all of the financial aid funds received. Classes must be added or dropped prior to the last date to add or drop classes for adjustments to be considered. Courses dropped after the add/drop date will be charged in full. Depending on a student's program and number of credits enrolled in which the student is enrolled, adjustments to tuition and/or fees may or may not occur. Adjustments will be determined based on documentation submitted by the Office of the Registrar. Students who add or drop classes must follow the official procedure as set forth by the Office of the Registrar. Failure to do so may result in the student owing all or part of the tuition and/or fees charged.

Hold Policy

Untimely payment of an outstanding student account balance may result in a hold being placed on a student account and the subsequent withholding of transcripts, diplomas, class selection, and certification of graduation. Students are encouraged to contact the Office of Student Accounts to discuss any special circumstances surrounding an outstanding account balance.

Late Fee Policy

Tuition and fees are due by the published due dates for each semester as described in the Late Fee Policy. The full policy can be found in the Student Account Policy box.

Refund Policy

Refunds of loan proceeds or any other financial aid for a given semester cannot be issued until the funds are received and posted to the student's account and classes have begun for that semester. A refund will typically be mailed out within 14 days of receipt of funds. Due to the volume of refund checks, we do not allow students to pick up their checks in person.

Withdraw Policy

If you decide not to attend classes, you will need to contact the Office of the Registrar to complete the necessary withdrawal forms. Refunds are based on the official dates on the Add/Drop Withdrawal Form, which can be found in the Office of the Registrar or [online under Academic Information](#). The full policy can be found in the Student Account Policy box.

Bankruptcy Policy

For those past students who have filed or have been granted bankruptcy under the U.S. Federal Bankruptcy Laws and would like to enroll or re-enroll at the University of Mary, it is expected that their tuition either be paid upon registration, or, in the case of financial aid or third-party reimbursement, their method of payment be declared on the Intended Method of Payment Form

found in Forms under Student Accounts, which must be accompanied by appropriate documentation.

Charge Appeal Policy

Charge appeals are petitions to change or remove charges on a student account. To appeal a charge on your student account, a student must fill out the Request to Review/Appeal Charge Form that can be found in Forms under Student Accounts. The full policy can be found in the Student Account Policy box.

Stop Payment/Replacement Check Policy

Students who wish to place a stop payment or request a replacement check for any reason on their student refund check must wait 30 days from the actual date of issuance and will be charged a \$30.00 stop payment fee for a check amount greater than \$50.00. The fee will be automatically deducted from their replacement check, provided the original check has not been cashed. There are no exceptions or appeals for this fee.

Returned Check Policy

The return of a check (electronic or paper) issued to the University of Mary will result in a \$75.00 non-refundable returned check fee being placed on the account of the student on whose behalf the check was presented for each returned check.

Written notification on how to resolve the returned check will be sent to the maker of the check and to the person whose account was affected. The student will be notified upon receipt of the returned check to his or her University of Mary issued email account. A hold will be placed on the account affected until the student account balance is satisfied.

If the returned check has not been redeemed within the stated time frame on the notification, a late fee of 10% of the past-due account or \$250.00, whichever is less, will be levied. If the check returned is for payment of tuition and fees for a previous term or debt, and the student is registered for a future term, his or her future enrollment may be administratively withdrawn.

Each account will be allowed two returned checks, after which payment by check will not be accepted. This includes returned electronic payments.

The full policy can be found in the Student Account Policy box.

Employer Reimbursement Policy

The University of Mary's employer reimbursement plan is designed for students whose employers or other third parties offer reimbursements for tuition charges. It allows participants to defer their tuition payments to the University of Mary until after the class has been completed. There are no finance or interest charges. The Employer Reimbursement Form can be found in Forms under Student Accounts. The full policy can be found in the Student Account Policy box.

Approved

9 March 2021 by the President of the University

11 March 2021 revised by the Board of Trustees

18 March 2021 delivered to University Senate