

STUDENT ACCOUNTS Q & A

What is the Policy for Student Accounts?

All student account charges are due and payable by the Payment Due Date. To maintain enrollment, students must complete payment and agree to the terms and conditions of the Tuition and Fee Agreement, in addition to meeting all academic and standard of conduct requirements. The University expects students to cover all charges for the current semester before advancing to a future semester.

California Baptist University offers three payment options to assist students in covering tuition and fee charges. Students may choose to make a payment, set-up an automatic monthly payment plan and/or use financial aid to cover their balance. International, Special Admit and Professional Development Students are required to pay their balance in full each semester by the payment due date.

Students who remain enrolled past the last day to drop with refund are obligated to cover all charges incurred in accordance with the Policy for Refund of Tuition, Fees, Room, and Board Charges. If a balance exists, a hold will be placed on the student account preventing release of diploma, transcripts and future registration until the balance is paid in full with verified funds.

What is a Tuition and Fee Agreement?

A Tuition and Fee Agreement outlines a student's financial responsibility for covering tuition and fee charges. All students are required to read and review the Tuition and Fee Agreement and submit their signed copy to the Student Accounts Office. Alternatively, Students may agree to the terms and conditions of the Tuition and Fee Agreement online through InsideCBU. Students 17 years old or younger must obtain a parent or legal guardian signature at the bottom of their signed agreement. These students will be asked to sign another agreement when they reach the age of 18. *Students who fail to submit their signed Tuition and Fee Agreement by the last day to drop with refund for the semester may be dropped from classes.*

When is the Student Accounts Payment Due Date?

The payment due dates are always posted on the Student Accounts InsideCBU Home Page. Students are encouraged to enroll and complete payment at their earliest opportunity **each** semester.

What is required to meet the Payment Due Date?

Complete payment through an approved payment option to cover all tuition and fee charges for the semester and submit your signed Tuition and Fee Agreement to the Student Accounts Office by each payment due date.

What are the approved payment options?

One or a combination of the following are considered approved payment options:

1. Student Account Payment (International, Special Admit and Professional Development students MUST pay in full)
2. Automatic Monthly Payment Plan (through CASHNet)
3. Financial Aid (Scholarships, Grants, Federal Loans, Alternative Loans)

I am not able to cover my balance through one of the approved payment options. Will I incur a fee?

Yes. Returning students who do not cover their balance through an approved payment option will incur a Late Payment Fee.

What happens if I do not complete payment by the Payment Due Date?

Returning students who do not meet the payment due date will incur a Late Payment Fee. **New students* entering their first semester at CBU will not incur a Late Payment Fee however; enrollment may be cancelled if payment arrangements are not complete by the last day to drop with refund.

Can I make a check payment on my student account?

Yes. Check payments can be made in the Student Accounts Office on the main campus or can be mailed to the following address:

California Baptist University
Attn: Student Accounts
8432 Magnolia Ave
Riverside, CA 92504

Please include your CBU ID# on the check.

Can I make a payment online?

Yes. eCheck, credit card and foreign currency payments are accepted online through CASHNet at no additional charge. Visa, MasterCard, Discover, and American Express are accepted. The CASHNet payment gateway link is under the Student Accounts Tab on InsideCBU.

Can I make a credit card payment over the phone?

No. Credit card payments are not accepted over the phone. Payments can be made online through InsideCBU at *no additional charge*.

I don't feel comfortable paying my bill online. Are there other payment options?

Yes. Paying your bill electronically is 100% optional. However, be aware that the electronic method is one of the most secure ways to pay because all of your data is encrypted and securely stored. You may also pay by mailing in a check or by simply delivering your payment directly to the Student Accounts Office.

What are the benefits to paying online?

The benefits to paying online include:

- Saving you time and money! No stamps to purchase or lines to wait in
- Faster posting of payments to your account
- Added confidentiality and security of your information

Can others make a payment on my behalf?

Yes. You can designate an authorized party such as a parent or guardian to make payments and set up payment plans on your student account.

How do I set-up an automatic monthly payment plan?

The automatic monthly payment plan can be set-up online under the Student Accounts Tab on InsideCBU. A \$35 per semester enrollment fee will apply. Re-enrollment in the plan is required each semester by the payment due date.

How does the automatic monthly payment plan work?

The automatic monthly payment plan enables you to pay all or part of your semester charges in installments without interest. Your monthly payments are calculated on an amount that is equal to the total expenses minus grants, scholarships, or direct payments made to the University. Students have the option to pay through automatic eCheck or credit card. The payment plan requires a \$35 per semester enrollment fee. NOTE: if for any reason the first automated payment does not go through a late payment fee will apply. Payment plans will not rollover from semester to semester. Students are required to re-enroll for the payment plan each semester.

I mailed my check on the Payment Due Date. Will I incur a Fee?

If mailed check payments are not received in the Student Accounts Office by the payment due date a late payment fee will be charged. *New students entering their first semester at CBU will not incur a late payment fee.

I haven't received my financial aid award yet and today is the Payment Due Date. Will I be charged a fee?

Returning students will be assessed a late payment fee if their financial aid has not been awarded and accepted by the payment due date. Students are encouraged to register and submit all required documents (FAFSA, MPN, Entrance Interview, and Tax Verification Documents) by Financial Aid's priority deadline to insure the Financial Aid Office has sufficient time to process their documents and complete their financial aid award by the payment due date.

I registered for classes after the Payment Due Date. Will I incur a fee?

Returning students who register after the payment due date will incur a late payment fee if payment to cover semester charges is not received on the day of registration.

My Tuition and Fee expenses are being covered by a Third Party Organization. What steps should I take by the payment due date?

Documentation to support and explain tuition and fee benefits from another organization must be submitted to the Student Accounts Office each semester by the payment due date. Please contact your Student Accounts Counselor at 951-343-4371 or at StudentAccounts@calbaptist.edu each semester to discuss. If the third party organization will not pay by the payment due date you may need to pay through an approved payment option.

How will I know if I have a balance due on my account?

You are responsible for checking your Course and Fee Statement and Student Account Balance regularly through InsideCBU. Additionally, you are responsible for being aware of important communications sent to your CBU Lancer Email.

I am trying to register, but have a Student Accounts Hold on my account. How can I get the hold removed?

According to the Policy for Student Accounts, the University expects students to *complete payment for the current semester before advancing to a future semester.* If a balance exists a hold will be placed on the student account preventing release of diploma, transcripts and future registration until the balance is paid in full with verified funds.