

CBU Business Office Frequently Asked Questions

Q: How do I settle my account?

Settling Your Account refers to the process of making the necessary financial arrangements to pay for your tuition so that you will be allowed to attend classes. To avoid having classes dropped for non-payment, you must either pay your account in full or enroll in a payment plan and pay the required installment by the deadline each semester. Students living on campus must pay in full or enroll in a payment plan and pay the required installment prior to move in.

NOTICE: The Business Office at CBU will no longer accept cash over \$1,000 as a form of payment per person per day. Please use another form of payment if the amount exceeds \$1,000. Options are cashier's check, money orders, checks or credit/debit cards.

Q: How do I receive my bill and make my payment?

Bills are available online through your CashNet account. After logging into BannerWeb, click on *Student Services*, *Student Accounts*, then *Entrance to CashNet*. In CashNet you may view your current bill or statement for each new Term or Semester. This is also where you will access your monthly bills and where you will make your online payments. Students will receive emails when a new bill is ready for viewing.

Q: What type of semester payment plans do you offer?

CBU offers two installment payment plans: The 5-month payment plan and the 4-month payment plan. There is a \$40 service fee per semester to participate in a payment plan. Students will receive reminder emails regarding semester deadlines for payments or they may view deadline dates here: <https://www.cbu.edu/payments> **Make sure that you are aware of all the deadlines and settle your account before the deadline to prevent your classes from being dropped.**

To set up a payment plan, log onto BannerWeb with your ID# and password. Click on *Student Services*, *Student Accounts*, then *Student Settle Account/Payment Plan Enrollment*. Subsequent installments are due on the 1st of each month. The student must enroll in a payment plan even if

someone else will be making the monthly payments on their behalf. You must have registered for classes before enrolling in a payment plan, and you must not have an outstanding balance from a previous term. *Any delinquencies will result in a hold on the student's account and records.*

****Adult Professional Studies Students only attending one accelerated 8-wk term in a semester will be required to pay 50% to settle the account with the balance due 4 weeks later.**

Q: What happens if my registration is late?

Undergraduate and Professional students who have not settled their financial accounts before the published payment deadline will have their schedules dropped by the Registrar. Upon re-registering for classes, there will be a \$250.00 Late Registration Fee. Students who wait until the first week of class to register for classes for a semester or term are also charged the \$250.00 Late Registration Fee. If you have any questions concerning your student account, contact us via email at businessoffice@cbu.edu.

Q: When do I pay for the Application & Enrollment Fees?

A non-refundable application fee of \$25.00 must accompany the application for admission. Upon notification of acceptance, day applicants must submit an enrollment fee of \$300.00. This will insure a place in the university and be credited against your first semester charges. Current residence hall students are also required to make a \$300.00 deposit in the spring to reserve a residence hall room for the following academic year. Students who enter at the second semester are subject to the same financial requirements listed herein.

Q: When will I get the dorm room security deposit back?

A security deposit (Refundable) of \$150.00 is required of all resident students. This fee must be paid regardless of the scholarship or student aid arrangements with the University. The security deposit will be refunded at the end of the senior year or at the time of withdrawal from the University.

Q: What if I decide to move off-campus? (Contract Cancellation Fee)

Fall housing contracts are for the full academic year (exception: students graduating in the Fall semester or student withdrawing completely from the University). A \$300.00 contract cancellation fee will be assessed to a student cancelling a housing contract at any time and will

be billed directly to the student's account. A \$500 breach of contract fee will be assessed for students who do not return to the residence halls for the Spring semester.

How do I receive a refund for Room & Board?

Room and board assignments will be made for the entire school year.

CANCELLATION: Charges as specified below will be made in case of approved cancellation or disciplinary termination. Housing contract cancellations must be accomplished in writing and signed by the student applicant and must be approved by the VP/Student Life.

Contract cancellations will only be granted by the Vice President under the following conditions:

1. Withdrawal from the University
2. A verifiable unanticipated drastic change in the student's financial status
3. An emergency situation. Students moving out of a residence hall during the semester must obtain approval from the VP for Academics & Student Life.

If approval is granted by the Vice President, refunds will be made according to the following schedule:

1. Prior to the opening of the residence halls (Fall/Spring/Summer) when a contract cancellation is received in writing and approved by the VP/Student Life prior to the day the residence halls open for the session, room and board payments will be refunded less the contract cancellation fee of \$300.00.
2. After the residence halls open (Fall/Spring/Summer), refunds for room and board must be approved by the VP/Student Life. Refunds will be prorated as a percentage of how long they lived in the dorm.

Q: There is a Hold on my account and I need my transcript / diploma. What can I do?

No diploma, transcript of credit, or information concerning academic or disciplinary record is given until the student's account has been settled. Students with accounts in arrears may be excluded from final examinations, graduation ceremonies, issuance of academic documents and

records and readmission to future academic programs until the accounts in arrears are paid in full. There is a one percent monthly interest charge on all balances on student accounts.

Q: What do I need to conduct business in the Business Office?

To conduct business in the Business Office, all students or designated payers will be required to show a CBU ID card or a valid photo ID card and their CBU ID#. We must verify your information before we can give you any account information, take a payment, or give you a refund or work study check. This is in accordance with federal regulations. All students are encouraged to manage their accounts online.

Q: What do I do if I am attending Summer Classes?

The Summer payment plan for 8 week classes is 50% down and 50% due by the payment deadline the following month. Classes lasting less than 8 weeks require 100% payment to settle the account.

Q: My student account or e-bill is incorrect. What should I do?

Contact the office associated with the problem:

- If your schedule is incorrect, contact your advisor.
- If your financial awards are incorrect, contact the Student Financial Assistance Office at (901) 321-3305.
- If room and board charges are wrong, contact Student Life at (901) 321-3531.

If you are unable to access your current bill or statement the Business Office can provide you with a copy/

Q: What creates a refund and how do I access it?

A refund is excess funds left on your account after all of your Financial Aid has posted and all charges are paid in full. Signing up for e-refunds is the recommended method for getting your refund. Log onto BannerWeb with your ID# and password, then click on Student Services, Student Accounts, and Entrance to CashNet. Select e-Refund and follow the instructions.

If you prefer a paper check, either download a copy of the Student Refund Request form from the Business Office website, fill it out, scan and email it to the Business Office at businessoffice@cbu.edu or simply come by the Business Office and fill out the form.

Q: When are Refunds processed?

Refunds are typically processed within a week of your credit balance showing up as paid on your account.

E-refunds are processed on Wednesday evenings for deposit into your bank account, usually showing up by the end of the week or whenever your bank takes it out of pending.

Refund requests (for paper checks) that are turned in by close of day on Wednesday are processed for Friday pickup after 12 noon.

Q: What is the difference in “Dropping” or “Withdrawing” from classes?

If you have registered for a class and decide that you need to drop that class, it must be done before the add/drop period is complete. Once that period is over, this situation becomes a withdrawal on your student records. In most cases, the add/drop period concludes by the end of the first week of classes. Consult the academic calendar for the exact “add/drop” dates for each term or semester.

For a complete withdrawal, a calculation is done on your account based upon the day the withdrawal is processed. Be aware that you may end up owing money. A portion of your aid may be sent back as well.

For partial withdrawals no calculation is made, but you take an “I” or a “W” instead of an “F”.