

Welcome to Cleveland State University! Please review the following information regarding our policies and important dates. Thank you for choosing CSU and have a great fall semester.

NEW THIS YEAR

1. NO MORE CANCELLATION OF CLASSES

Once you register for classes, you must pay for all classes for which you have enrolled. Your classes will not be cancelled due to non payment. If you do not attend the classes for which you have registered, you must officially withdraw from your classes before the first day of class to avoid the assessment of fees.

- You will be responsible for paying all fees assessed unless you drop within the 100% refund period.
- Refunds (credits) for withdrawn or dropped classes will be issued based on our published refund schedule.
- Non-attendance of classes does not relieve you of your financial obligation to the University.

2. DELINQUENT STUDENT ACCOUNTS WILL BE REPORTED TO THE NATIONAL CREDIT BUREAUS

If you do not pay your student account on time, the following sequence will occur:

- You may be assessed a monthly \$25 late payment fee for a maximum of three months.
- Past due accounts will be forwarded to a third party billing company, ECSI, for further billing activity. A \$25 billing service fee and a collection fee will be added to your account. Additional collection costs and additional fees may be assessed to your student account balance if your account is sent to The Attorney General's Office.
- All delinquent account balances will be reported by ECSI to the national credit bureaus.
- Future enrollment will be prohibited until all past due balances are resolved.

3. FEDERAL REGULATIONS PROHIBIT THE USE OF ANTICIPATED (FUTURE) FINANCIAL AID TO PAY A PAST DUE BALANCE

4. ONLY 1 (ONE) INVOICE WILL BE SENT TO YOU THIS SEMESTER

Our office is working on an initiative to eliminate most of our paper correspondence. We will send only ONE invoice with your initial registration which is included in this mailing. Going forward, you will ONLY receive email notices from our office reminding you of an approaching due date. Please read your CSU emails daily. CampusNet navigation instructions are included on the last page of this insert. CampusNet will be your source to monitor all of your student account activity.

TUITION AND FEES

Tuition and fees are automatically calculated based on your enrollment status, residency, and your course selections.

- Tuition and fee schedules can be viewed on our web site at <http://www.csuohio.edu/offices/treasuryservices/feeschedules>.
- Immediately drop any classes you will not attend, but not later than the last day of the 100% refund period. Students are responsible for payment of all tuition for classes not dropped timely. Please refer to the refund schedule in this document for exact dates.
- You, not your college, department or advisor, are responsible for ensuring courses are properly registered, added or dropped to ensure the correct amount of tuition is assessed.

PAYMENT POLICY

Your account must be paid in full or you must be enrolled in a payment plan at the start of the semester.

CAMPUSNET

CampusNet allows you to register, add or drop classes, verify your account balance, make a payment and update your address. Information about CampusNet can be found on the University's website (www.csuohio.edu) from the myCSU link.

PAYMENT RESPONSIBILITIES

- Past due balances must be paid in full prior to your fall registration being validated.
- You, not your employer or third party sponsor, are responsible for ensuring payment or third party documents are completed and turned in to the Cashier's Office by your due date.
- If your financial aid, employer or third party sponsor documents (including University departments) are not processed by your payment due date, you must pay your account in full or join a payment plan to avoid late fees.
- Any credit balance will be reimbursed to you after your documents are processed.
- If a third party sponsor does not pay your student fees within 60 days of billing, all relevant charges will be re-applied to your student account and will be due immediately.

BILLING

- **ONLY your first invoice** for the fall semester will be mailed to your home address on file on CampusNet. Email notices will be sent to your CSU email account reminding you of an approaching due date. Students are responsible for reading University email notices timely.
- CampusNet provides the most accurate, up to date balance of your student account. Check your account balance from the "Account" tab on CampusNet. Click on "View Account Details" for your current amount due.
- Failure to receive an invoice or email does not relieve you of the obligation to pay your tuition and fees by the due date.
- Payment in full is required before the semester begins. For students enrolled in a payment plan, due dates begin August 17th and are generally the 3rd Monday of each subsequent month. Your exact payment due dates are printed on your payment plan application form.
- If you do not receive an invoice, assume your payment is due August 17th or within 10 days after registering or adding a course.
- Students who register or add classes late (after August 28th) must prepay in person at the Cashier's Office prior to registering or adding those classes.

HOW TO PAY

- On-line with an electronic check through CampusNet. There is no fee to pay by electronic check. You will need your CSU ID number and password to securely log in to CampusNet. Select the "Account" tab, click on "Make Payment" and follow the instructions. Note that a dishonored check fee can apply if your information is not keyed in accurately.
- On-line with a credit card through CampusNet. MasterCard, Discover, Diner's Club and American Express are accepted. VISA is NOT accepted. Note that a 2.9% service fee is assessed with all credit card payments. You will need your CSU ID number and password to securely log in to CampusNet. Select the "Account" tab, click on "Make Payment" and follow the instructions.
- Mail – Only checks and money orders made payable to Cleveland State University should be mailed. Payments should be sent to: Cleveland State University, Cashier's Office – MC 115, 2121 Euclid Ave, Cleveland, Ohio 44115.
- Please write your CSU ID number on the front of the check. Do not mail credit card information or cash. Also, do not use the interoffice Campus Mail service to deliver any check, credit card or cash payment.
- In Person – Checks, money orders or cash are accepted at the Cashier's Office located in Main Classroom 115. Credit card payments are not accepted at the Cashier's Office.
- Express Payment Center (located outside the cashier's area) - Checks and money orders can be securely deposited at the Express Payment Center anytime the Main Classroom Building is open.
- Third Party/Employer Payment Vouchers and a signed "Third Party Authorization Form" must be submitted to the Cashier's Office at least one day before your payment due date. The Authorization form must accompany any documents from your company and can be found on the web at <http://www.csuohio.edu/offices/treasuryservices/forms>.
- The University does not accept checks drawn on foreign banks. Instructions for completing a wire transfer are documented on our website at <http://www.csuohio.edu/offices/treasuryservices/pay>.

PAYMENT PLANS

There are 3 different payment plans offered during the fall semester. A completed and signed application along with a \$30 service fee and payment of your first installment must be received by the Cashier's Office before enrollment in a payment plan is accepted. You may mail, fax (216-687-3500) or submit your application in person to the Cashier's Office. Please do not fax any payments.

- A 4 payment Budget Payment Plan (BPP) is available to all students regardless of your fall account balance. Payments are due August 17th – 26th, September 21st, October 19th and November 16th.
- A 5 payment Budget Payment Plan is available if your account balance is \$3,960 or more after all financial aid and loans are applied. Payments are due August 17th – 26th, September 21st, October 19th, November 16th and December 14th.
- An Employer Reimbursement Plan is available for students eligible for tuition reimbursement from their employer. A 25% payment is due when the application is submitted and the remaining balance is due no later than January 11, 2010.
- Applications and instructions for these plans can be found on our website at <http://www.csuohio.edu/offices/treasuryservices/forms>.
- You may pay your initial and monthly installments on the web via CampusNet.
- Your application and payment must be received on or before your first payment due date.

CASHIER'S OFFICE HOURS (subject to change)

Monday – Thursday: 8am – 6pm Friday: 9am – 5pm First and Third Saturday of the month: 10am – 1pm

- The Cashier's Office is located in the Main Classroom Building in room 115.
- The office is closed on Labor Day (September 7th), Columbus Day (October 12th), Thanksgiving Weekend (November 26th – 29th), Christmas Weekend (December 25th – 27th) and New Year's Weekend (January 1st – 3rd). The office will close at 5pm on November 25th, December 24th and December 31st.

REFUND SCHEDULE

Undergraduate/Graduate Students

100% through August 28
90% August 29 – September 4
70% September 5 – 11
50% September 12 – 18
30% September 19 – 25
No refunds after September 25

Law Students

100% through August 30
90% August 31 – September 6
70% September 7 – 13
50% September 14 – 20
30% September 21 – 27
No refunds after September 27

- Refunds for dropped courses are made according to the University's refund schedule. Refunds (credits) are based upon the date you drop your class or classes. There are no exceptions to this published refund schedule.
- Dropping classes may reduce your financial aid award. Financial Aid returned to your lender must be repaid to the University immediately.

U-PASS PROGRAM

- The RTA U-Pass allows CSU students to ride free of charge on all Greater Cleveland RTA buses and rapid trains during the fall semester. All students attending classes on the main campus are charged a mandatory \$25 U-Pass fee to support the program.
- Beginning Friday, August 7th, students may obtain their U-Pass sticker in the Cashier's Office (MC115) if your account is paid in-full or you have joined a payment plan. Your Viking Card must be presented.
- You will be required to sign a U-Pass Agreement Form which documents the policies when dropping classes, obtaining a replacement sticker, etc.

DELINQUENT ACCOUNTS

- If you have an unpaid account balance after your payment due date, you will be charged a non-refundable \$25 late payment fee each month your account remains unpaid or you make a partial payment.
- Past due accounts will be forwarded to a third party billing company, ECSI, for further billing action. A \$25 billing service fee will be added to your account. A collection fee will also be assessed to your student account balance. Credit bureau reporting will begin at that time.
- Collection fees are assessed based on your account balance: \$50 if your balance is equal to or less than \$500; \$100 if your account balance is over \$500 but equal to or less than \$1,000; \$200 if your account balance is over \$1,000.
- Student accounts that are over 12 months in arrears may be certified (forwarded) to the Ohio Attorney General's Office under Ohio Revised Code § 131.02 for further collection activity. Your account will incur additional collection charges including a 10% placement fee, daily interest, plus possible legal fees from the Ohio Attorney General's Office. State income tax refunds are offset by the Attorney General's Office as part of their collections process.
- Please note that late fees, billing service fees, collection fees, legal fees, and the Attorney General's fees are non-refundable.

FINANCIAL AID, SCHOLARSHIPS, GRANTS AND LOANS

- Federal regulations prohibit the use of financial aid to pay a past due balance.
- All approved financial aid, including loans, will be posted to student accounts beginning August 12th for undergraduate and graduate students and August 14th for Law school students.
- Refund checks for excess financial aid and loans are mailed beginning Friday, August 21st for all students.
- If your financial aid or loans have not been applied to your student account by Wednesday, August 26th, you must pay your account in full or join a payment plan. If you are unable to make the first payment, contact Campus411 to determine if you are eligible for a reduced first payment.
- Pell and OIG disbursements for part-time undergraduate students with less than 12 credit hours will be applied beginning September 8th. If your aid will not pay your account in full, you must pay the difference or join a payment plan by Wednesday, August 26th.
- A reversal of financial aid for any reason must be repaid immediately.

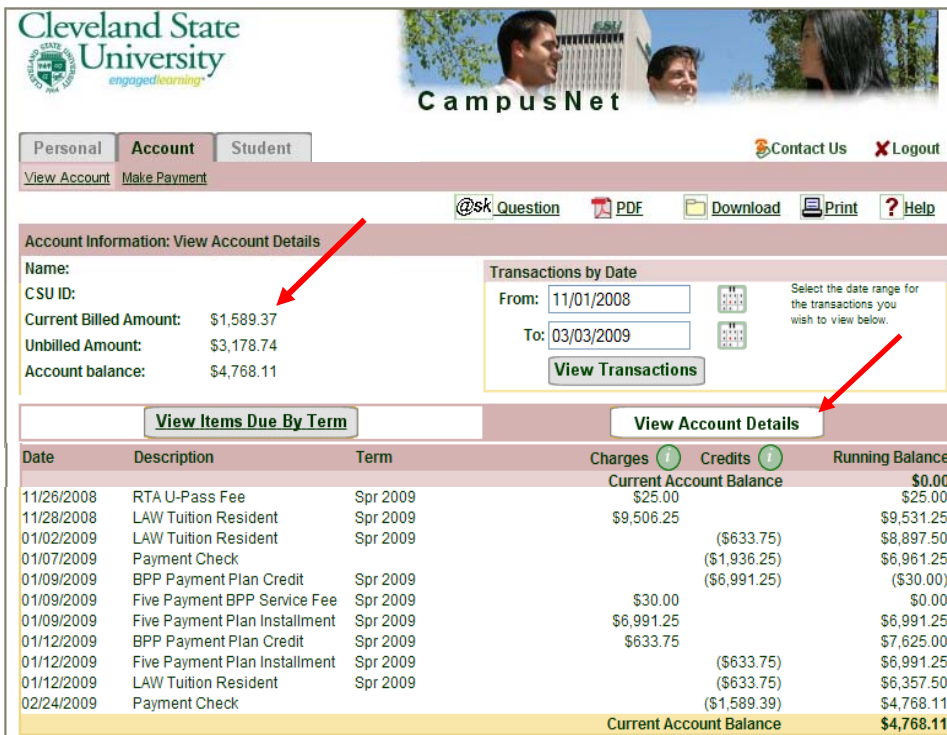
If you have questions, please contact Campus411, the Call Center at (216) 687-5411, visit our website at <http://www.csuohio.edu/offices/treasuryservices/tuition>, or use "@sk Question" on the 'Student' tab in CampusNet.

The Office of Treasury Services is working on an initiative to eliminate all paper invoices and financial statements. You will receive only ONE paper bill this semester!

Please become familiar with navigating and examining your student account on CampusNet, as this will become the only source for your student account information.

From the **Account** tab in CampusNet, you must first click on **View Account Details**. Please take note of the **“Current Billed Amount,”** this represents the amount due on your account by August 17, 2009. A screen print has been added so you can ensure you have navigated to the correct place.

- For those students on a payment plan, the “Unbilled Amount” represents the amount still owed. The Account Balance is the total due on your account, including this month’s payment.
- For those students not on a payment plan, your “Current Billed Amount” and the “Account Balance” should be the same. Your account must be paid in full by August 17th in order to avoid late fees or collection fees.



Account Information: View Account Details

Name:
 CSU ID:
 Current Billed Amount: \$1,589.37
 Unbilled Amount: \$3,178.74
 Account balance: \$4,768.11

Transactions by Date
 From: 11/01/2008
 To: 03/03/2009
 View Transactions

View Items Due By Term | **View Account Details**

Date	Description	Term	Charges	Credits	Running Balance
Current Account Balance					
					\$0.00
11/26/2008	RTA U-Pass Fee	Spr 2009	\$25.00		\$25.00
11/28/2008	LAW Tuition Resident	Spr 2009	\$9,506.25		\$9,531.25
01/02/2009	LAW Tuition Resident	Spr 2009		(\$633.75)	\$8,897.50
01/07/2009	Payment Check			(\$1,936.25)	\$6,961.25
01/09/2009	BPP Payment Plan Credit	Spr 2009		(\$6,991.25)	(\$30.00)
01/09/2009	Five Payment BPP Service Fee	Spr 2009	\$30.00		\$0.00
01/09/2009	Five Payment Plan Installment	Spr 2009	\$6,991.25		\$6,991.25
01/12/2009	BPP Payment Plan Credit	Spr 2009	\$633.75		\$7,625.00
01/12/2009	Five Payment Plan Installment	Spr 2009		(\$633.75)	\$6,991.25
01/12/2009	LAW Tuition Resident	Spr 2009		(\$633.75)	\$6,357.50
02/24/2009	Payment Check			(\$1,589.39)	\$4,768.11
Current Account Balance					
					\$4,768.11

In the future, we will only send email reminders to our students letting you know of an approaching payment due date. Students are expected to read their University emails daily. We hope this proves to be a much more efficient and accurate method of tracking your student account.

If you need help logging into CampusNet or have forgotten your password, please call the IS&T Help Desk at 216-687-5050. Their hours of operation are Sunday – Friday from 10am – 8pm and Saturday from 8am – 6pm.