



California Health Sciences University

UNIVERSITY

PAYMENT AND COLLECTIONS OF STUDENT TUITION, FEES, AND OTHER COSTS

PURPOSE

The policy is designed to ensure the timely and systematic collection of past due student accounts by identifying a timeline applicable to unpaid balances. The occurrence of such balances can result from a variety of different events, including but not limited to, dishonored scholarships, financial aid overpayments, financial aid disbursements that do not cover a balance in full, and third-party receivables (e.g., Health Professions Scholarship Program (HPSP)).

SCOPE

This policy is applicable to the University's handling of all student accounts.

POLICY STATEMENT

Except as provided in this Policy, all student account balances must be paid in full no later than 30 days prior to the start date of each semester. Acceptable payments can include ACH or check payment, documented approval of private lending, Title IV funding, or external scholarships. Failure to pay the balance due by the due date may result in disenrollment, dismissal from the program, or other actions described below. Exceptions may be made for students who are admitted to the University for fewer than 30 days prior to the start of class.

It is the responsibility of the student to ensure that any balance due on their student account as shown in SONIS is paid before the first day of class or within 30 days of the charge being applied to the student account. This includes balances that may remain on account after payments, loans, or scholarships are applied or other fees that may be added during the semester (e.g., health insurance or parking fines).



California Health Sciences University

Any amount owed to the University including, but not limited to, tuition and fees, is considered a receivable to the University. A receivable becomes past due if a payment is not received by the University by the applicable due date. When a receivable becomes past due, a financial hold will be placed on the student account that prevents the student from being registered for future terms and receiving grades until the balance is paid in full. In addition, degree candidates must meet all financial requirements to be eligible to apply to graduate or subsequently participate in graduation related activities/privileges, including receiving their diploma.

Students who have outstanding balances under \$3,000 at the beginning of each semester may remain registered for the upcoming semester and may attend class and/or orientation, provided that they contact the Business Office prior to the first day of class and make arrangements for a plan for payment. If the outstanding balance remains unpaid on their account 60 days prior to the first day of the next semester, the student will not be registered for courses for the upcoming semester until the balance is paid in full.

A late fee of the lesser of Fifty Dollars (\$50.00) or the maximum amount permitted by law, will be assessed each month on all outstanding tuition and fees balances until payment is received in full, except when the late payment is caused by a delay in either private or public student loan disbursement, through no fault of the student.

CHSU is responsible for managing delinquent receivables that are owed to the University. The aging date for receivables is timed from the original due date of the charges posted on the student account. Current, or active, students with unpaid balances greater than 90 days past due are considered to have delinquent accounts. When student accounts become delinquent, the student will be advised of the potential for the unpaid balance to be reported to credit agencies, as well as the possibility that a financial hold (discussed above) will be placed on their account. If an account balance is unpaid for more than 180 days, the account will be assigned to a collection agency and the account balance can no longer be settled with the University directly.



California Health Sciences University

RELATED INFORMATION AND PROCEDURES

Students who utilize Title IV funding may have minimal balances due on account after the fall disbursement is applied. This is due to the Title IV rule that requires the total borrowing to be split equally over the semesters. If this occurs, and is related to the Title IV disbursement timing, the balance will be left on the student account to be offset by the spring disbursement.

Students who are admitted within two weeks of the tuition due date or after the tuition due date may request additional time to make payment. An extension will be granted on a case-by-case basis. Requests for extensions must be submitted to the Business Office and approved by the CFO. Students must contact the Business Office as soon as possible, but no later than the first day of class, to secure the extension. If an extension is not approved, the accounts will be considered delinquent and will fall into the same process used for other delinquent accounts described in this Policy.

Students who believe that their account record is in error should request review by providing a brief email and record of payment to the Business Office at businessoffice@CHSU.edu.

RESPONSIBILITIES

- A. Students are responsible for payment of their tuition and fees and, accordingly, the Business Office and Financial Aid staff will communicate directly with the student concerning their account. It is expected that students will communicate with the Business and Financial Aid offices directly, and with respect and professionalism. Account information will be shared with the students' parent, guardian, or other representative only when specifically authorized by the student to do so.
- B. Employees of CHSU working on collecting a student account are responsible for following up with students in a timely manner and treating them with respect and professionalism.



California Health Sciences University

HISTORY (R*)

Approval Date:

01/09/2024

Revision Date(s):

Reviewed Date(s):

12/11/2023

R: Business Office

A: CFO

C: Business Office, Student Affairs, Financial Aid, Deans, Legal

I: Students