

Student Account Policies and Procedures

Payment Responsibilities and Agreement Notice

Enrolled students agree to be in accordance with all policies and procedures related to their financial obligation to the College. The enrolled student assumes liability for any debt incurred during his/her attendance at Manhattan College and agrees to reimburse Manhattan College the fees of any collection agency, which may be based on a percentage at a maximum of 33.33% of the debt, and all costs and expenses, including reasonable attorneys' fees, we incur in such collection efforts. "The terms of payment, withdrawal and adjustment set forth in this catalog are incorporated upon enrollment.

Students are required to notify in writing to the College any change in address or other contact information. All changes in billing address must be provided immediately in writing even after such time as a student completes his/her program and has loans outstanding to the school. Failure to comply with the policies on address changes that result in the loss or delay of contact are the sole responsibility of the student.

Payment to the College is always the responsibility of the student regardless of the source of funding for tuition. Inquiries regarding accounts receivable and/or cashing can be directed to the Office of Student Accounts and Bursar Services by phone at (718) 862-7961 or e-mail studentaccounts@manhattan.edu.

Account access is available at www.manhattan.edu/myaccount (<https://self-service.manhattan.edu/>) with official Manhattan College login credentials. Students and designated authorized users can view the billing account detail transactions and up-to-date account balances. Other student information services available to view via self service include financial aid awards, class schedules, grades, unofficial transcripts, and personal information such as address, phone number, and e-mail address.

Safeguarding Policy

This is an official notice of Manhattan College's policy regarding the safeguarding of customers' information established by the Federal Trade Commission (FTC). Manhattan College is subject to the provisions of the Gramm-Leach Bliley Act (GLBA, 16 CFR 314) which recognizes the College and other higher education institutions as a financial institution.

Manhattan College adheres to very strict privacy and safeguarding rules, keeping sensitive information safe. Manhattan College is in compliance with specific requirements related to the administrative, technical and physical safeguarding of customer information. Manhattan College also requires its service providers to implement and maintain such safeguards.

Tuition Liability for Fall and Spring Terms

Only students who have satisfied their current account for the term will be eligible for online pre-registration for an upcoming term. Billing statements with a tuition deadline

date will be emailed to students in early July for the Fall term and by mid-December for the Spring term. Follow-up billing statements for outstanding balances continue monthly thereafter, but it is the student's responsibility to access the Student Account Suite, www.manhattan.edu/myaccount (<https://self-service.manhattan.edu/>), for account updates. No student will be permitted to enroll for an academic term until all outstanding accounts with the College have been satisfied. Liability for tuition and fees is not contingent on completing courses, course attendance, receiving grades, receiving passing grades or status of financial aid awards. Students who register after the tuition deadline for a term or make adjustments which result in increased liability after the tuition deadline for a term must make payment to the College upon those transactions.

Registration/Payment for Intersession Terms

Summer preregistration is available online. Students are encouraged to review their account balance on the Student Account Suite to view the charges. Payment reminders will be sent approximately one week before the payment deadline. In order to enroll in person for an intersession term (Winter/Summer), payment must accompany a request for registration or be provided in advance. There is no option to register without prepayment after preregistration concludes and for the winter session.

Payment of Tuition and Fees

Acceptable forms of payment are cash, personal check, bank check, money order, credit card (online only via PayPath), and bank wire via Western Union. Checks must be payable to Manhattan College and routed to the Office of Student Accounts and Bursar Services. The student's identification number should be included on all payments. The College reserves the right to dictate form of future payments in cases where insufficient funds are presented and/or in cases of continued delinquent account status. Payment can be made in person at the Student Accounts and Bursar Services Office in Miguel Hall, Room 100 or mailed. Secure, online credit card payments and ACH automatic check withdrawals may be processed by accessing the Student Account Suite, www.manhattan.edu/myaccount (<https://self-service.manhattan.edu/>), with the student or designated authorized users login credentials.

Method of Financial Aid Payments

Financial aid will be credited directly to the student tuition account. Although initial tuition bills will list pending aid to assist in financing calculations, actual disbursements are subject to eligibility requirements, completion of necessary applications, and verification of applications. Institutional awards, Federal Direct Stafford Loans, Federal Direct PLUS Loans, Federal Pell, SEOG, TEACH, and New York State TAP will be disbursed to the student account in two disbursements; one-half at the scheduled start of the Fall term and the other half at the scheduled start of the Spring term. If a student earns eligibility for any federal aid (Pell, Direct Loans) for intersession terms, awards will be applied at the start of those terms. Private loans will also be applied in accordance with the authorized enrollment periods. Federal Work Study is not applied to the tuition account. FWS awards become active upon application and when a work position is secured. Paychecks are issued to students semi-monthly and are based on actual hours worked.

Non-Payment Penalties

Students can avoid late payment charges by paying their tuition and fees by the published deadline. A late penalty of 1% of the outstanding balance of any student account will be assessed at the end of each month until the account is settled. Accounts not paid in full may be referred to a collection agency, which can result in additional collection and/or legal costs.

Indebtedness to the College may automatically terminate current enrollment and indefinitely suspend future enrollment. The College reserves the right to request prepayment before allowing registration for future terms. In addition, students with an outstanding obligation to the College will also be barred from online account access via Self Service, receiving grade reports, parking decals, and participating in commencement until all account balances have been paid.

Policy on Returned Items

If for any reason a check, eCheck, eRefund does not clear for payment, a returned ACH and/ or check charge of \$25 is assessed to the student's tuition account. Payment for the amount of the returned item and the \$25 return item charge must be paid immediately by cash, credit card, certified bank check or money order. Personal checks and ACH withdrawal will no longer be accepted as a payment option. Account restrictions will also bar electronic payments via eCheck after an item is returned. *The College will request that future payments be made in form of cash, credit card, certified bank check or money order. The College reserves the right to cancel or deny enrollment for a particular term due to payment with insufficient funds.*

Monthly Payment Plan

Manhattan College partners with TouchNet to offer semester based 5-month installment plans (Fall & Spring only), referred to as the Monthly Payment Plan (MMP) for matriculated students enrolling at least part time. The cost to enroll is \$50.00 per term. The monthly payment plan allows for convenient adjustments and will automatically notify you via email anytime your installments increase or decrease based on changes in tuition and fees or revisions in financial aid items. For more information, you can refer to the Payment Options tab on the Student Accounts Website (manhattan.edu/studentaccounts). (<https://inside.manhattan.edu/offices/bursar/payment-options.php>)

Employer Deferralment

Students expecting reimbursement from their employer may defer payment of tuition and applicable fees upon approval of our Application for Deferral. Upon approval, a student's account is charged the deferral fee (listed on application) and any portion of tuition/fees not covered by the employer will be payable in advance. The application will require certification of the employer's reimbursement on company letterhead. Please contact the Office of Student Accounts and Bursar Services for the current terms and fees and to seek eligibility for a **regular student deferral** if there is no employer reimbursement. The cost of an employer deferral is \$100 (subject to change) which is charged to the student account and payable immediately.

Regular Student Deferment

Students who need additional time to secure tuition financing will have the opportunity to apply for a tuition deferment, with an approved source of funding. If approved, a deferment can extend your tuition payment deadline by approximately six weeks. Applications must be filed by the tuition deadline date. The cost of a deferral is \$100 (subject to change) which is charged to the student account and payable immediately. The deferment fee and extended deadline date will be listed in the signed and approved application.

Overcredit Charges

Students who exceed the annual (Fall and Spring) number of credits listed under the current degree requirements in their field of study for their class status will be charged at the per credit tuition rate for the school in which they are registered. Course requirements for each year by field are listed in the Manhattan College catalogue. Academic Advisors and Assistant Deans are available to help students with course selection but they are unable to advise students on overcredit charges nor give a reminder and/or warning of the College's overcredit policy.

Students on full or partial scholarships are not exempt from overcredit charges if they take credits in excess of those prescribed in a particular academic year for the regular full-time program outlined in the catalogue.

Schedule Changes

Students who make changes to their academic schedules [withdraw from a class(es)] may result in:

1. Recalculation of financial aid for that semester and/or future semester.
2. TAP decertification (loss of TAP grant).
3. Student's course load in future semesters may be increased resulting in overcredit charges, or requiring the student to take courses during the summer or intersessions both at additional cost.

Refund and Liability Policies

If a student withdraws from a term (official or unofficial), takes a leave of absence after the start of term, or is dismissed from Manhattan College, then the school may be required to return all or some portion of federal funds awarded to the student. The student may be eligible for a refund for a portion of the tuition, fees, and room and board paid to the College depending on the refund/liability schedule and the determined official withdrawal date. Students **must** complete an official "Withdrawal from College" form.

Failure to attend class and/or failure to notify the Office of the Dean and Office of the Registrar does not constitute an official withdrawal. Also, failure to make or complete payment does not constitute official withdrawal. Students who never attend or stop attending classes and fail to file the official paperwork mandated by College policy are responsible for 100% of tuition and fees.

Official Date of Withdrawal

The date used for refund/liability purposes will be the date that the paperwork was completed, not the last date of attendance. Drops or withdrawals received by mail will be effective as of the official postmarked date.

Obligation to Outside Funding Sources Upon Withdrawal

If a student received financial assistance from an outside agency then some portion of the refund may have to be returned to the issuing grant/scholarship agency or lender. Students who receive Federal Title IV funds will be subject to the refund policy listed in that section.

Adds, Drops and Withdrawals from Individual Courses

Adds/Drops and Withdrawals from individual courses must be officially requested with proper forms and processed by the Office of the Dean and the Office of the Registrar. No add/drop of courses will be permitted after the published and posted deadlines.

Add/Drops processed during the published dates (usually the first calendar week of the term) will qualify for a schedule change which may affect tuition and fee charges. After the deadline, withdrawal from a course is the only option for a student. In this case, a student is liable for tuition in accordance with his/her original enrollment at the end of the add/drop period. There is no refund made to students who withdraw from an individual course(s).

Refund of Tuition/Liability of Tuition- Traditional 15 week term

Refund of tuition charges only will be made in accordance with the following schedule:

Duration	Refund/Liability
During the 1st week	100% refund no liability
During the 2nd week	80% refund 20% liability
During the 3rd week	60% refund 40% liability
During the 4th week	40% refund 60% liability
During the 5th week	20% refund 80% liability

After Week 5 there is no refund, and 100% liability of tuition.

Refund of Tuition/Liability of Tuition- SCPS Degree Programs & 7-week Session:

Refund of tuition charges only (not registration fee or other fees) will be made in accordance with the following schedule:

Duration	Refund/Liability
During the 1st week	100% refund no liability
During the 2nd week	70% refund 30% liability
During the 3rd week	30% refund 70% liability

After Week 3 there is no refund, and 100% liability of tuition and fees

Withdrawal/Leave of Absence

Voluntary and involuntary withdrawals or leaves of absence will be subject to the refund/liability schedule as listed in the catalog. Since the College incurs the cost of a student's enrollment, specific circumstances that pertain to the withdrawal or leave of absence will not be considered for review except in cases of terminal illness or death of an immediate family member.

Failure to attend classes and/or notification to the instructor does not constitute an official withdrawal. Furthermore, failure to make or complete payment does not constitute official withdrawal.

Room and Board Liability

Charges will be prorated per calendar week up to 5 weeks, as authorized by the Office of Residential Life.

Circumstances for Appeal

Voluntary and involuntary withdrawals or leaves of absence will be subject to the refund/liability schedule as listed in this catalog. Since the College incurs the cost of a student's enrollment, specific circumstances that pertain to the withdrawal will not be considered for review except in cases of terminal illness or death of an immediate family member.

Appeals of only these two severe cases can be forwarded to the Director of Student Accounts.

Tuition Insurance Plan

Manhattan College has partnered with **GradGuard** to offer an optional insurance plan, Tuition Protection Plan by Allianz Global Assistance, which helps protect you in cases of accident or illness. Your participation in Tuition Protection Plan is completely voluntary; it represents a contract between you and the Allianz Global Assistance. Manhattan College does not benefit from your participation.

Enrollment Instructions

Should you decide to participate in the Tuition Protection Plan, you can learn more and obtain a quote by calling 877-232-0765 or go to www.gradguard.com/manhattan (<http://www.gradguard.com/manhattan/>). Sign-up is required prior to the first day of classes. For the 2023-24 year, August 28, 2023 is the first day of classes in the Fall and January 17, 2024 is the first day of classes in the spring.

What the Plan Covers

The coverage complements our refund policy-providing reimbursement for eligible tuition payments, room and board fees and other nonrefundable expenses if you withdraw for a covered illness or injury at any time during the plan period.

Adjustment of Institutional Aid

The College's refund policy exists for calculating liability for institutional tuition charges. Therefore, if any charges are prorated as a result of voluntary or involuntary withdrawal, the College must in turn prorate any institutional grants based on the percentage charged to the student as listed in the above policy.

Outside Scholarships and External Funding

Students must notify Student Accounts and Bursar Services of any external funds/resources they will receive regardless of amount. Students can use the External Resources form or forward copies of their notice of award. The terms "outside", "external" or "private" sources applies to any fund, scholarship or benefit awarded and administered by an organization other than Manhattan College. Resources can include: high schools, civic or religious organizations, state or federally funded sources not listed in this catalog, or tuition benefits from an employer. Federal regulations require that these awards be treated as educational resources for determining the student's eligibility for financial aid.

To ensure proper accounting of the external resource, funds should be sent directly to Student Accounts and Bursar Services to be applied to the student account.

For many students, the receipt of nominal external resources will not necessitate a financial aid award revision. In some cases, however, a student's demonstrated financial need is already being met in full with federal, state and/or institutional resources before considering an external resource.

In this situation, the College's policy is that such resources will be used first to reduce unmet need, then loan eligibility, then work study eligibility (Federal Pell Grant is not affected by the receipt of external resources). However, the College reserves the right to reconfigure its institutional award offer(s) if the outside funding is such that would result in an overage of the College's intended funding level of institutional aid. If a student receives no need-based financial assistance, then the combination of all merit aid and outside resources may not exceed the allowable cost of attendance.

Adjustment of Federal Aid

Return of Title IV Federal Aid

When a student withdraws during a term, the amount of federal financial aid earned by the student is determined on a pro-rata basis up to the end of 60% of the term. The amount of federal Title IV aid earned is based upon the period of enrollment completed. A percentage is computed by dividing the number of days completed (as of the date the student officially withdraws) by the total number of days in the term as determined by the Office of Student Accounts and Bursar Services. Scheduled breaks of more than four consecutive days are excluded. The percentage is then applied to the aid received to determine earned and unearned aid. If and when any aid is determined to be unearned,

it must be returned to the appropriate financial aid program(s). Returns to aid programs must be made in the following order: Unsubsidized Federal Stafford Loan, Subsidized Federal Stafford Loan, Federal PLUS Loan, Federal Pell Grant, Federal SEOG, and NY State Grant. Once a student has completed more than 60% of the term, the student is considered to have earned 100% of aid and no adjustment to aid is made.

Refunds of Credit Balances

Refunds are subject to the review of the Office of Student Accounts and Bursar Services. Institutional awards can never be refunded to the student. Credit balances resulting from private scholarships, federal financial aid, and alternative loan programs are subject to specific guideline review and approval by a financial aid administrator and a student account administrator. Refunds will be routed through the approval process when the credit amount actually exists on the student's account, after the census date for each term (first week of each term, or the add/drop period). In the event of an overpayment of personal funds paid to the College by check, refunds will be subject to a ten day holding period while original funding is cleared by the bank. Credit balances resulting from excess payments will be refunded to the student's name unless PLUS loans indicate otherwise.

Processing of Refunds

Checks will be mailed to the current home address of the student, if the student does not elect to receive an eRefund, or the Parents name and address on the PLUS loan system. The turnaround timeframe for refund availability is **10-14 business days**.