Student Business Services

Presentation for Parents and Families
2021-2022
Presentation Discussion Topics

- Contract & CU Release Authorization Form
- Panther Partner Authorized User Access
- Tuition & Fee Estimate
- Billing Due Dates
  - Payment Options
  - Making Payment
  - Holds & Late Fees
  - Tuition Withdrawal Policy
  - Tuition Protection Plan
  - Health Insurance Policy
  - Refunds, Credits, and ID Card Funds
  - Questions
Contract and Form

1. Tuition and Fee Master Payment Contract

The Tuition and Fee Master Payment Contract submission is mandatory as it outlines the student’s rights and responsibilities regarding payment of tuition and fees.

How does the student submit the contract? Student can submit the contract electronically via their Student Center (my.chapman.edu). Electronic form should be available within the first week of July.

How often must a student submit a contract? A new submission will be requested each academic year and we will email them reminders.

2. Chapman Release Authorization Form

To abide by the Family Educational Rights and Privacy Act of 1974 (FERPA) a federal law, Chapman University will not disclose any information without the written consent from the student. Students who wish to authorize Residence Life, Financial Aid, Student Business Services, and Registrar Offices to release information to a parent, spouse, or another person(s), must complete the Chapman Release of Authorization form. (optional)

How does student submit? Submit in-person or via-email to: ocbusn@chapman.edu

Contract & Form Due Date: August 30, 2021
Access ePay is our online billing portal. Parents, guardians, or others, are not automatically given access to their student's online billing portal. STUDENTS who would like their parents, guardian, or another person, to have billing access MUST add those individuals as a Panther Partner- Authorized User.

Access ePay offers a variety of functions:

- Review billing statement
- Submit payment
- Enroll in Payment Plan
- Obtain a copy of 1098-T (Tax statement)
- Sign up for eRefund (view tutorial)

Note: Access ePay does NOT display academic information such as grades.
## Sample Statement

For questions regarding your statement please call Orange Campus at 714-997-6617

<table>
<thead>
<tr>
<th>Date</th>
<th>Term</th>
<th>Description</th>
<th>Charges</th>
<th>Payments</th>
<th>Balance</th>
</tr>
</thead>
<tbody>
<tr>
<td>05/26/2016</td>
<td>Summer</td>
<td>Tuition (UORI Anticipated)</td>
<td>24,155.00</td>
<td></td>
<td>23,955.00</td>
</tr>
<tr>
<td>06/03/2016</td>
<td>Fall 2016</td>
<td>Anticipated Full-Time Parking</td>
<td>185.00</td>
<td></td>
<td>24,140.00</td>
</tr>
<tr>
<td>06/28/2016</td>
<td>Fall 2016</td>
<td>Anticipated Health Center Fee</td>
<td>122.00</td>
<td></td>
<td>24,262.00</td>
</tr>
</tbody>
</table>

ACCOUNT BALANCE AS OF 06/30/2016

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pending Financial Aid</td>
<td>5,700.00</td>
</tr>
<tr>
<td>Chapman Grant</td>
<td>5,000.00</td>
</tr>
<tr>
<td>Founder's Scholarship</td>
<td></td>
</tr>
</tbody>
</table>

TOTAL PENDING FINANCIAL AID 10,700.00

ACCOUNT BALANCE LESS PENDING FINANCIAL AID 13,632.00

Payment Schedule Due Dates

- If you enrolled in an ePay Payment Plan, please visit ePay.
- If you have a due date and amount, please visit ePay.

Please remember that you must be enrolled in the correct number of units and correct classes in order to receive any financial aid you may have been awarded.

Late fees will be assessed on payments received after scheduled due dates. Refer to www.chapman.edu for details.

Student ID: 0012345678

Remit To: Chapman University Cashier
One University Drive
Orange, CA 92860

- Tuition & Fees
- Pending Financial Aid
- Payment Amount Due
Full-Time Tuition and Fee Estimates

<table>
<thead>
<tr>
<th>On-Campus Estimate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tuition (12-18 units)</td>
</tr>
<tr>
<td>* Health Center Fee</td>
</tr>
<tr>
<td>* Student Activities Fee</td>
</tr>
<tr>
<td>Room &amp; Board</td>
</tr>
<tr>
<td>Semester Total:</td>
</tr>
</tbody>
</table>

Parking is free; however, students who wish to park in any university parking site must register their vehicle through the Parking Permit Registration System. Failure to register their vehicle will result in a parking citation and/or disciplinary action.

Health Center Fee: Health Center fee is not student health insurance; this fee allows students access to the Health Center. This fee is mandatory for all full-time undergraduate students.

Student Activities Fee: Serves to enhance student's college life. The fee provides funding for student events and initiatives such as clubs, organizations, and Student Government. It also provides student with discounted tickets.

Room and Board: Estimate is based on double room occupancy. Total amount includes the cost of the room and the cost of the board meal plan.

<table>
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Asterisks (*) Items, that are mandatory per term.
Access ePay will send out billing notifications to students' Chapman email addresses and Panther Partner Authorized Users. All parties are encouraged to review the student account upon receiving a billing notification.

Panther Partner Authorized User Portal login: [www.chapman.edu/epay123](http://www.chapman.edu/epay123)
Payment Options

Option 1 - Payment in Full
This payment option requires the entire term balance charges, less financial aid to be paid in full on or before the due date.

- **Fall**: Due Date: Jul. 20th
- **Interterm**: Due Date: Dec. 20th
- **Spring**: Due Date: Dec. 20th
- **Summer**: Due Date: May 20th

**Note**: Payment is due upon registration for courses added after the term due date.

Option 2 - Monthly Payment Plan
A monthly payment plan option allows you to spread tuition, fees, and housing charges over a five-month period.

- Students or Panther Partner Authorized User can set up a payment plan online through the ePay Portal.
- Participants must enroll each semester. There is no automatic re-enrollment
- Per semester cost: $50 set-up fee.

- **Fall**: Due Dates: Jul 20, Aug 20, Sep 20, Oct 20, Nov 20
- **Spring**: Due Date: Dec 20, Jan 20, Feb 20, Mar 20, Apr 20
Methods of Payment

• **Online ACH** payment through Access ePay:  [www.chapman.edu/epay123](http://www.chapman.edu/epay123)
  - No fee associated
  - Credit cards are **not** accepted as a form of payment for tuition and fees.

• **Wire Transfer**: (Domestic & International - Bank to Bank and Flywire Transfers)

• **In-Person**: Cash, Check, or Money order by **Appointment Only** through the Cashier’s Office

• **Mail**: Make checks payable to Chapman University. The student name and student ID number should be included on the front of all checks
  - Mail Tuition Payments to:

  *Chapman University*
  *Attn: Cashier's Office One University Drive*
  *Orange, CA 92866-1005*

For questions regarding payment methods, contact Cashier Office at (714) 997-6838 or email: [cashier@chapman.edu](mailto:cashier@chapman.edu)
Business Office Hold & Late Fees

Business Office Hold
If a student account is not up to date with financial aid or out of pocket payments when priority registration begins for the following semester, a hold will be placed on the student record that will prevent any further registration. Only students with current accounts are allowed to take advantage of priority registration.

How does Chapman communicate with the students?

**We communicate with students via their Chapman email only.** It is essential students monitors their Chapman email address frequently.

Late Fees
Students who do not pay the total account balance by the due dates will be assessed a late fee of $100 each month that their student account has an overdue outstanding balance. The late payment fee will accrue every month until the balance is paid in full or a monthly payment plan has been established.
Chapman Tuition Withdrawal Policy

° The date of withdrawal for tuition credit purposes shall be when the class was dropped through my.chapman.edu or the Registrar's Office. Students who register, but do not attend classes, will not receive a tuition credit unless they officially withdraw by the posted deadlines. Non-attendance does not constitute a withdrawal from classes.
° Full refunds for tuition and fee are available only through the first week of each term's start (except Interterm and Summer). After that, tuition and fees are refunded according to the Chapman Tuition Withdrawal Schedule.
° Housing Reservation Payment is non-refundable.
° Tuition enrollment deposits are non-refundable.

Fall and Spring Policy
Withdrawal through the 1st week of classes 100%
Withdrawal through the 2nd week of classes 50%
Withdrawal through the 3rd week of classes 20%
Withdrawal after the 4th week of classes none

• Receive 100% refund up September 6, 2021
Tuition Protection Plan Purchase

Chapman University understands that the cost incurred with education can be substantial, and we have partnered with Grad Guard to offer students and parents tuition insurance protection.

The tuition insurance plan will refund the money paid to the university if a student suffers a severe illness or accident and must withdraw from the university. The policy covers tuition, fees, and on-campus housing.

The cost of tuition insurance is only 1.5% of the annual cost.

**How to purchase?** Purchase online by visiting: [www.gradguard.com](http://www.gradguard.com)

**Purchase Deadline:** August 29, 2021

**For questions regarding coverage?**
Email: info@gradguard.com
Phone: 800-719-5915

The unexpected happens, so please be prepared!
Proof of Student Health Insurance Policy

**New Requirement:** Proof of health insurance is required of all students and will be necessary to prevent a future per semester health insurance charge of $1,040.

- **When can my student start to submit their proof of health insurance?** Students will be notified via their Chapman email once this feature is open. We anticipate it to be available within the first week of July.

- **How does my student submit proof of health insurance?** Students can log in to Student Center, click on the "Proof of Health Insurance" hyperlink located within their To-Do List, and submit a copy of their insurance card.

- **How often must proof of health insurance be provided?** Proof of health insurance submissions will be required once per academic year, typically in July.

- **Submission Deadline:** September 20, 2021.

- **Note:** International students are automatically billed for student health insurance upon enrollment. If they would like to waive their existing health insurance charge, they will need to submit their proof of health insurance by following the above instructions.
Student Health Insurance Purchase

Students who wish to purchase the Student Health Insurance Plan offered by Chapman University must log in to their Student Center and click on "Student Forms" to buy health insurance coverage for the 2021-2022 academic year.

• **When can my student purchase 2021-2022 Student Health Insurance?** Students will be notified via their Chapman email once this feature is open. We anticipate it to be available within the first week of July.

• **What is the cost?** The per semester cost is 1,040 ($2,040 an academic year)

• **To continue coverage and not experience any insurance gaps, how often must students submit a purchase form?** Re-enrollment must be completed each academic year, typically in July.

• **Fall Purchase Deadline:** September 20, 2021

• **Have questions regarding coverage?** Visit [www.uhcsr.com/chapman](http://www.uhcsr.com/chapman) or call: (800) 767-0700
Credit Balances Options

The Financial Aid Office will disburse funds to your student’s account beginning the first day of class if all requirements for receiving these funds have been met.

Students who receive more financial aid than is necessary to pay for their tuition, fees, room and board, may:

1. Request a refund
2. Request Bookstore Voucher
3. Request funds transfer to ID Card

Note: A credit balance must currently exist on the student account before a refund can be requested. No refunds will be generated based on pending aid.

Students are encouraged to sign up for an eRefund (Direct Deposit). All refunds are made payable to the student EXCEPT:

Parent Plus Loan refunds will be processed to whomever took out the loan via check or eRefund (if set up)

How can a student request a refund, Bookstore Voucher, or both?

1. Request in person.
2. Via-email to: ocbusn@chapman.edu

Bookstore voucher email request should include total cost (including tax and shipping)

Follett Bookstore Webpage

ID credit transfer email should include exact dollar amount.
Declining Balance/ eAccounts

Students and guests may deposit funds to student's ID card using eAccounts at [www.chapman.edu/eaccounts](http://www.chapman.edu/eaccounts).

For Declining Balance/ eAccounts questions, contact the Cashier Office at (714) 997-6838 or email: [cashier@chapman.edu](mailto:cashier@chapman.edu).

Lost or stolen ID card should be immediately deactivated by the student through [eAccounts](http://www.chapman.edu/eaccounts) to prevent unauthorized use of the card.

<table>
<thead>
<tr>
<th></th>
<th>Declining Balance</th>
<th>Panther Bucks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deposit Funds Online</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>On-Campus Dining</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Print Credits</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Bookstore</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Gift Shop</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Funds Expire</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Laundry</td>
<td>Yes</td>
<td>No</td>
</tr>
</tbody>
</table>
Have questions or need more information?

Contact Us

Phone: (714) 997-6617

Email: ocbusn@chapman.edu or
Student Account Advisor

Location: Bhathal Student Service Center. 150 W. Sycamore

Hours: Monday through Friday, 8:00 a.m. to 4:30 p.m.

Website: www.chapman.edu/sbs