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## TUITION, FEES & OTHER STUDENT CHARGES POLICIES

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1901	Student Registration
1902	Billing, Collection & Administration
1903	Refunds
1904	Deferments
1905	Late Payment Penalty Charge
1906	External Loan Disbursements
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1908	Financial Hold/Collection Hold

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## 1901 STUDENT REGISTRATION

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**Subject: Tuition, Fees, and Other Student Charges**

**Effective: January, 1989**

**Revised: March, 2009**

**Reviewed: April 2016**

**Responsible Office: OSFS**

**Approval: Senior Planning Group**

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### PURPOSE

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The billing of student tuition, fees and charges depends upon the proper and timely registration of students.

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### POLICY

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1. The University Registrar is responsible for registering all students. This may be delegated to the schools with approval of the Provost and Senior Vice President.
2. Student may register themselves, after getting any electronic permits that are required, by using the Penn InTouch system.
3. Deans, or their designees, are responsible for ensuring that student registration adheres to the timetables established by the University Registrar.
4. All late registrations must be approved by the appropriate dean or his/her designee.

## 1902 BILLING AND COLLECTION OF STUDENT TUITION, FEE AND OTHER CHARGES

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**Subject:** Tuition, Fees, and Other Student Charges

**Effective:** January, 1989

**Revised:** April, 2016

**Reviewed:** April, 2016

**Responsible Office:** OSFS

**Approval:** Senior Planning Group

### PURPOSE

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To establish responsibility and authority for the billing, collection and administration of student tuition, fees and other charges.

### POLICY

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1. Undergraduate tuition and the general fee for all schools must be approved by the Trustees. The Dean of each graduate/professional school and the Office of Budget and Management Analysis will agree on tuition to be assessed for each program or school.
2. The Office of Student Registration & Financial Services is responsible for the billing and collection of all student charges.
3. Tuition and fees will be assessed on a term basis. All charges will be billed on a monthly basis as incurred.
4. Student bills are produced electronically on a monthly basis. A hard copy bill may be produced in special circumstances, if requested.
5. All tuition, fees and other charges are due and payable on or before the due date(s) as established by Student Registration & Financial Services.
6. Deans and directors, or their designees, are responsible for authorizing adjustments to charges within their jurisdiction. No billing input or adjustment information will be processed without the proper approval. Names of individuals authorized to adjust billing information will be maintained on file in the Office of Student Registration & Financial Services.
7. The Office of Student Registration & Financial Services is responsible for imposing a late payment penalty on a past due student account unless an acceptable payment arrangement has been approved.

8. Any waiver of late payment penalties and/or service charges must be in accordance with guidelines established by the Office of Student Registration & Financial Services.

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## 1903 REFUND OF TUITION, FEES OR OTHER CHARGES

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**Subject: Tuition, Fees and Other Student Charges**  
**Effective: January, 1989**  
**Revised: April, 2015**  
**Reviewed: April, 2016**  
**Responsible Office: OSFS**  
**Approval: AVP Student Registration and Financial Services**

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### PURPOSE

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Students may be eligible for a full or partial refund of tuition, fees or financial assistance.

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### POLICY

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1. Refund policies must be in compliance with government sponsored financial assistance programs as determined by the University Director of Financial Aid.
2. The Office of Student Registration & Financial Services is responsible for verifying the appropriateness of student refunds.
3. The Office of Student Registration & Financial Services is responsible for processing all student refunds.
4. Federal refunds include excess of federal aid over eligible credits.
5. Refunds are disbursed via Direct Deposit or check.
6. Students must present valid identification prior to the release of a refund check.
7. Student must authorize Direct Deposit of a refund by completing the required online documentation.

## 1904 TEMPORARY CREDITS/DEFERMENTS OF TUITION, FEES AND OTHER CHARGES

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**Subject:** Tuition, Fees and Other Student Charges

**Effective:** January, 1989

**Revised:** April, 2016

**Reviewed:** April, 2016

**Responsible Office:** SFRS

**Approval:** Associate VP for SFRS

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### PURPOSE

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To identify those circumstances where deferments of tuition, fee and other charges may be granted to a student. Temporary credit may be issued to students awaiting receipt of external loans, financial aid, and other funds from external sources and faculty/staff benefits.

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### POLICY

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1. Temporary credit may be issued to students awaiting receipt of external loans, financial aid, and other funds from external sources and faculty/staff benefits.
2. The Office of Student Registration & Financial Services is authorized to grant and administer temporary credit for student charges.
3. Temporary credit granted to students awaiting financial assistance may not exceed the amount of the expected funding.
4. Temporary credit granted to students shall expire in accordance with the schedule as determined by Student Registration & Financial Services.
5. Student Registration & Financial Services may grant temporary credit approval authority to other school offices.

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## 1905 LATE PAYMENT PENALTY

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**Subject: Tuition, Fees and Other Student Charges**  
**Effective: January, 1989**  
**Revised: April, 2015**  
**Reviewed: April, 2016**  
**Responsible Office: OSFS**  
**Approval: VP for Finance**

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### PURPOSE

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To encourage timely payment of student tuition, fees and other charges.

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### POLICY

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1. The Office of Student Registration & Financial Services is responsible for the assessment of a late payment penalty on a past due student balance.
2. The Associate VP for Student Registration & Financial Services will establish the rate of the late payment penalty, not to exceed any federal or state maximum.
3. Any waiver of late payment penalties must be in accordance with guidelines established by the Office of Student Registration & Financial Services.

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## 1906 EXTERNAL LOAN DISBURSEMENTS

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**Subject:** Tuition, Fees and Other Student Charges  
**Effective:** January, 1989  
**Revised:** April, 2016  
**Reviewed:** April, 2016  
**Responsible Office:** OSFS  
**Approval:** Associate VP Finance

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### PURPOSE

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To ensure that certification of loan eligibility from all external Federal, State and private loan programs is performed in compliance with all applicable governing regulations. Also, to ensure that all loan disbursements from external sources are recorded in the applicable University system(s) and credited to student tuition accounts according to loan program requirements.

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### POLICY

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1. The Loan Operations department within Student Financial Services is responsible for certifying loan eligibility for all external loan programs.
2. Loan certification requests are recorded in the Penn Loan System (PLS) by processing electronic files or by performing data entry of loan applications.
3. The PLS system interfaces with Student Aid Management (SAM), the billing system (Pennant AR) and the Student Record System (SRS). Staff members determine loan eligibility by reviewing a student's academic status, financial resources and cost of attendance.
4. Loan eligibility results are reported to the Department of Education, lenders and loan originators through exchange of electronic files or use of hard copy applications and certification requests. Loan providers can choose to approve or deny certification requests.
5. Disbursements from approved loans are issued to the University by drawing down funds from the G5 payment system for Direct Loans, by EFT for most private lenders, or by loan check, usually one disbursement per academic term.
6. Direct Loan and EFT disbursements are recorded in PLS. Student eligibility for the loan disbursement is validated through a series of system edits. Credit for a loan disbursement is passed to a student's tuition account on the billing and receivable system (Pennant AR).
7. Student loan checks are recorded in PLS. A check receipt is produced and attached to the check. Continued eligibility for the loan is validated before checks are delivered to the Cashier's Office for



student endorsement. After a student endorses a check, credit is posted to Pennant AR from the cashier's system.

8. Excess credit from student loan disbursements will be issued to the student as a refund after all charges are paid.
9. Lender refunds are produced when student loan eligibility is reduced due to changes in enrollment, reduction in tuition charges, receipt of additional financial aid, or upon a student's request. Refunds are sent to the Department of Education, loan originators or lenders by multiple methods including wire transfers, individual and master check processes, and proprietary cancellation rosters.

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## 1907 RETURNED CHECKS

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**Subject: Tuition, Fees and Other Student Charges**  
**Effective: January, 2006**  
**Revised: April, 2015**  
**Reviewed: April, 2016**  
**Responsible Office: OSFS**  
**Approval: Senior Planning Group**

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### PURPOSE

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To receive reimbursement for a returned payment.

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### POLICY

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1. A check not honored by the bank is subject to a \$30 returned check fee.
2. An electronic payment returned due to non-sufficient funds is subject to a \$30 NSF fee.
3. Any balance unpaid on the student account as a result of a returned payment is subject to a late payment penalty.
4. The University reserves the right to require a cashier or certified check on future payments.
5. The University does not accept post-dated checks.

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## 1908 FINANCIAL HOLD/COLLECTION HOLD

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**Subject: Tuition, Fees and Other Student Charges**  
**Effective: March, 2006**  
**Revised: April, 2015**  
**Reviewed: April, 2016**  
**Responsible Office: SRFS**  
**Approval: Associate VP for SRFS**

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### PURPOSE

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Financial hold to assist in the collection of past due amounts.

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### POLICY

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1. Any past due balance of \$1,000 or more is subject to financial hold.
2. All University services and privileges will be denied any currently enrolled student in arrears unless alternative payment arrangements have been negotiated with the Office of Student Registration and Financial Services.
3. Transcripts and other student services will be withheld from any student not currently enrolled in the University.
4. Accounts will be transferred to outside collection agencies for students with a past due balance of \$100 or greater, and not currently enrolled.
5. Schedule of collection transfers will be determined by the Associate VP for Student Registration and Financial Services.
6. Graduation holds will be placed on student records for students who owe any amount to the University and will prevent release of the student's diploma.