

Updated June 13, 2014

Payment for Degree Programs and Student Financial Records

1. **Establishing Fees:** Each degree program offered through The Tseng College must have an established fee schedule before the program can be marketed.

Program fees are determined by considering the operating cost of each cohort including CSUN campus support cost, and CSU overhead and state pro rata charges, the up-front investment in developing the program, and the program's value and distinction in the market place. The cohort-based operating budget for each program is developed by Tseng College director of Finance or the executive director of Operations and Finance in collaboration with director of the Graduate Professional Education and associate dean for the existing programs, and the assistant dean for the new programs. The fee is set by considering total program costs and the minimum number of students needed to offer the program.

2. **Required Approvals:** Drafts of the budget, the final budget and established fees will be approved by the dean of The Tseng College and the dean of the partnering academic college. A copy of the MOU along with the budget will be forwarded to the CSUN Controller's office for final review and approval.
3. **Financial Codes:** At least six weeks prior to the start of a new program/cohort in question, the Tseng College finance team requests the set-up of a new "item type" code and "program" codes for the program/cohort. These codes enable The Tseng College to track revenue and expenses for each program/cohort.
4. **Establishing Billing and Payment Schedules for Degree Programs:** Print and Web marketing materials for all degree programs must carry a clear statement of the established fee. The fee can be expressed per course and/or per credit unit.

Tuition is billed by term systematically in SOLAR and is due 30 days before the start of the first class in each term. Students who are sponsored or a Financial Aid recipient may have their fee schedule delayed during a particular term. However, all tuition is required before enrollment in the next term. In all cases, Payment schedules should keep the program financially sound and keep the demands on Tseng College resources to a minimum.

Approved billing and payment schedules must appear on each program's Web site. The site should also provide a link to the payment method information so that the students will understand their options for making payments (online, via mail, or in person).

5. **Exceptions to the Billing and Payment Plans:** All students must make payments according to the established approved billing and payment schedules for the programs in which they are enrolled. Any exceptions must be approved in writing by the Tseng College executive director of Operation and Finance. Students cannot be given personalized payment plans. All are expected to make payments on or before the due date to ensure enrollment in the next term.
6. **Establishing Refund Policies and Granting Refunds:** The Tseng College does not give refunds to cohort students once the classes for that term have begun. Prior to the start of marketing for a cohort degree program, a clear statement defining the no-refund policy must be written for inclusion in Web-based marketing materials.
7. **"Special-Circumstance" Exceptions:** Students seeking a refund due to special circumstances must send their request together with the reason for the request in writing (email is acceptable) to the Tseng College program director. If the Tseng College program director feels that special circumstances exist and that some portion of the fees should be refunded to the student, he or she should consult with the director of Finance or the executive director of Operations and Finance and the student accounts specialist, who will jointly determine the appropriate amount of the refund.

In the case of students who have received any type of Financial Aid for the semester from which they wish to drop below full-time status or withdraw, the student accounts specialist must inform the Tseng College financial aid counselor and the assistant for operations in the CSUN main Financial Aid office. The Financial Aid assistant for operations will use the "last date of attendance" to compute the amount of financial aid that must be repaid to the university. After this amount has been computed, the Financial Aid counselor/analyst will update the student's financial aid standing and the student's account, so that the Tseng College student accounts specialist can calculate and enter the refund information into the student's account.

In the case a student drops below full-time status or withdrawal, the student accounts specialist notifies the Tseng College Financial Aid counselor. However, the main Financial Aid office has a process to determine the amount of financial aid funds to return if any students who drops units or withdrawal. All or some financial aid may be due back to the university depending on the date the student drop and how many units.

8. **Ensuring Timely Solar Set Up for Programs and Cohorts:** At least one month prior to the start of a program or cohort, the Tseng College program director/manager should notify and provide the Tseng College System Analyst and the director of Admission, Registration and Client Services (ARC) with, billing schedule, payment schedule, class schedule, and cohort name for his or her program or cohort. This information, along with the item type from the Tseng College Finance team, will be used to program Solar so that the correct fees are

charged to the student and the correct due dates are set for the program/cohort in question.

9. **Approval for Non-Standard Fees:** If a cohort student takes classes outside the stated cohort class schedule and is charged additional fees for these additional classes, the amount of the additional fee must be approved in writing by the Tseng College executive director of Operations and Finance. Once a non-standard fee is approved, the program director should alert the student accounts specialist. The Tseng College program director should keep a record of this approval in the file for the program/cohort in question. Student is either charged their current cohort rate or the cohort of the additional courses, depending on what was agreed upon.
10. **Timeliness of Payments:** The student accounts specialist will track payments and run aging report at least monthly and review any past due account with the associate director of finance. Students can elect to make their payments online or send their check payment directly to The Tseng College, "Attention: Client Services." Payments must be received on or before the due date specified on the billing (or payment) schedule.

Under no circumstances should the program director/coordinator, other Tseng College staff members, or instructors handle cash or any other forms of payment, regardless of the means of transmittal. University cash-handling policies are very complex and rigorous. Only the Tseng College registration and finance team can receive and process payments.

Program directors should ensure via written communications as well as marketing materials that all students admitted to their programs know how, when and to whom payments are to be submitted.

11. **Methods of Payment:** Students may make a Visa or MasterCard credit card and check payments online, by mail, or in person at The Tseng College ARC office. Cash payment can be made at the University Cash Service counter. Students can also pay online using E-Checks or credit cards.

NOTE: When Tseng College students pay by credit card, they are not charged the convenience fee that is charged to CSUN students who use credit cards to make payments on state-supported programs.

12. **Accounts Receivable Audit:** The student accounts specialist/financial analyst and the associate director of Finance will audit student accounts for all degree programs offered through The Tseng College. This audit process identifies students who are falling behind in their payments and to ensure students are properly charged. The Tseng College ARC team will work with the student accounts specialist to provide timely and informative student accounts reports for program directors and relevant Tseng College executive team members. The student accounts specialist will report findings to the Tseng College director of Finance, who has the authority and responsibility to take action if a student

account falls behind. The program director is expected to remind students who are late with payments about the payment schedules and payment dates, but if such intervention from the director fails to prompt a payment before the next payment is due, the director of Academic Support and Finance will confer with the program director and the Tseng College director of ARC and then take appropriate action to ensure payment. The Tseng College Academic Support and Services team will also furnish electronic reports on program revenues to Tseng College program directors/coordinators.

NOTE: Students have the ability to review their own accounts online at any time. Program directors should be sure students know about this option and how to use the CSUN Web portal.

13. **Past-Due Accounts:** When students fall more than 30 days behind in their payments, the Solar system automatically places a Financial Credit History (FCH) hold on their accounts unless the student has enough anticipated aid to cover the amount of the outstanding charges. This hold will prevent the student from receiving services from the university until the account is brought current and the hold is released. ARC will not enroll a student with an FCH service indicator.

Tseng College students with past-due accounts will receive collection emails and letters per the state-support collections criteria and schedule.

In no case will a student be permitted to continue into the next semester until past-due payment has been received in full.

14. **Credit Balances:** Cohort students will be allowed to carry forward credit balances that have resulted from overpayments (but not excess financial aid awards) as prepayment for the next term charges. The Tseng College student account specialist will place an SFB (Student Financial Balance) service indicator on the student's account to prevent a refund if the student alerts the program director or student accounts specialist that he or she wishes to carry a balance forward rather than receive a refund.
15. **Student Bills:** Students should always be encouraged to utilize the university portal to view their accounts online. Cohort students should be notified via email by the program director/coordinator prior to each billing cycle. In addition the university may notify students of past-due balances.
16. **Collections for Past-Due Accounts:** Once the Tseng College student accounts specialist has determined that an account is delinquent and that finding has been confirmed by the Tseng College director of Academic Support and Finance and the Tseng College director of Academic Support and Services, a collection process will begin. This process is summarized below:
17. **Credit History:** After a charge is 30 days past due, a Financial Credit History (FCH) hold is automatically placed on the student's account. Under this "hold,"

the student is no longer able to receive services from the university until the account is brought current.

18. **Past-Due Letters:** Student Financial Services department emails past-due letters to all students whose accounts have become past-due during a particular term. These letters inform the students that their accounts are past-due and they will not be enrolled in any further classes until their account is brought current.
19. **Final Collections and Records Hold:** If the account is not settled by the conclusion of the term, additional letters are sent monthly and a Financial Payment Collection (FPC) hold is placed on the student's account. After the fourth letter, delinquent accounts are sent to a collection agency and a Financial Collection Agency (FCA) hold is placed on the student's account. The collection agency collects for one year and then returns the account to the university. If payment has still not been made, a Financial Collection Withhold (FCW) hold is placed on the student's account. Ultimately, the accounts of all students will FCW holds are sent to the Franchise Tax Board for collection.