



## Barton College Student Financial Responsibility Partnership

**Communication Partnership:** Barton College will make every effort to communicate regularly and promptly about all financial and affordability matters. To expedite timeliness and efficiency, our primary financial communication will be via email to the student's Barton College email address. Students will be notified by the Business Office, the Office of Financial Aid, and the Office of the Registrar of needed actions and responses. **It is highly important that students regularly check and quickly respond to emails about balances, requirements, and special funding opportunities that may arise from outside sources.** Accounts can be accessed through Campus Connect and NelNet Campus Commerce.

**Payment Methods:** Barton offers several options to easily and quickly settle accounts: **1) Online:** To pay by credit/debit card or ACH, log into Campus Connect with a registered username and password (for questions about set-up, you may call a NelNet Campus Commerce counselor at (800-609-8056); **2) In-person:** our Business Office accepts cash, personal checks, cashier's checks and money orders; **3) Mail to:** Business Office, Barton College, PO Box 5000, Wilson, NC; please make checks payable to Barton College and include the student ID on payment; and **4) Bill Pay** with your bank: Log into your personal bank account, select bill pay, and provide the required information to have your bank submit payment on your behalf.

**Payment Timing:** Barton College takes pride in the outstanding educational offerings and services that we provide for our students. **In return, students must arrange tuition payment or be enrolled in an approved monthly payment plan by the first day of classes.** Payment plan options offer the flexibility of dividing the total amount due for the semester into monthly installments due the first of each month over the remaining months of the semester. **For the fall semester, the initial payment will be due August 1<sup>st</sup> with a last payment scheduled for December 1<sup>st</sup>.** A four-month payment plan beginning September 1 is an option for late enrollees.

Students must pay off their balances in full before the end of the semester to avoid penalty. Carrying over balances into the subsequent semester will incur penalty. If financial arrangements are not secured to indicate balances will be covered, Barton College can declare the account financially ineligible, and students will not be allowed to register for any upcoming semester. Ineligible status may also mean that student are denied participation in athletic team events, academic ceremonies, cohort activities, and/or trips sponsored by the College.

The following steps will be taken to determine financial ineligibility:

- 1) First Warning: Students will be notified that no payment arrangements have been made and corrective action must be taken;
- 2) Final Warning: Deadline will be issued to secure payment arrangement;
- 3) Declaration of Financial Ineligibility: Penalties and consequences will go into effect.

**Delinquent Accounts and Financial Holds:** Barton College expects that students will arrange payment for the full balance due as previously outlined. A financial hold will be placed on any accounts with an unpaid balance past the final stated deadline. Students with a hold on their account will not be allowed to view grades, request transcripts or receive a diploma until balances are fully resolved.

**Additional Communication:** Barton will attempt to reach students by email and current phone information on file regarding any financial/account matters, including accounts balances, loan issues, and late payments. Students may withdraw consent to call their cellular phone numbers by submitting a request in writing to the Barton College Business Office.

**Updating Contact Information:** Barton College wants to be able to reach you quickly to resolve any business account issues so that your continued enrollment is secured. To do so, it is important that the Business Office be advised in writing of any changes in physical address, email address, or phone number.

**Method of Billing:** Barton College uses electronic billing (e-bill) as its official billing method and is committed to getting bills out to students via email in an accurate and timely fashion (monthly). Students are responsible for viewing and paying accounts by the required due date. Failure to review an e-bill does not constitute a valid reason for not paying the bill on time.

**Returned Payment/Failed Payment Agreements:** If a payment made to a student account is returned by the bank for any reason, the student must pay the original amount of the payment plus a returned payment fee of \$30. Multiple returned payments and/or failure to comply with the terms of any payment plan or agreement may result in a financial hold and/or financial suspension, thus preventing subsequent registration for classes and access to transcripts and/or diploma.

**Refunds:** Refunds on student accounts (due to overpayment or resulting credit balance) will be issued 14 days after the first day of classes. Any credit balance due to a financial aid posting after the first two weeks of the semester will generate a refund within 14 days of the posting. Once a check is generated, students will be notified by email.

**Withdrawal:** Students who decide to withdraw from the College must complete a withdrawal form in the Office of the Registrar or the Office of Student Success, and any associated requirements for withdrawal. The College uses the date the process was initiated as the official withdrawal date, not the last date of attendance. Students may be responsible for paying all or a portion of tuition and fees in accordance with published refund policies and charge schedules. Failure to attend a class or receive a bill does not absolve students of financial responsibility.

**FERPA:** The Family Educational Rights and Privacy Act (FERPA) affords students certain rights with respect to education records. Barton College cannot release financial or academic information to others without the consent of the student. It is important to complete a FERPA form and submit it to the Office of the Registrar. The form is available in the Student Forms section of the Academic info tab on Campus Connect.

**Book Vouchers:** Students who have a credit balance on their account (financial aid exceeds tuition and fees) may use a portion of their credit balance to purchase books. Students will receive an email once the book voucher is available. Book vouchers are available up to 10 days after the first day of classes.

**1098-T Statements:** 1098-T statements are available online. Visit the Heartland ECSI website (<https://heartland.ecsi.net/>) to access an electronic copy of your 1098-T statement. To access online I will need First and Last Name, Social Security Number, and Zip Code that appears on the 1098-T form. If there are any issues with the data, I will contact ECSI at 866-428-1098.