

Policy and Procedure Regarding Semester Financial Arrangements

Date: April 2021

PURPOSE

Reinforce and clarify Mount Mary's guidelines and procedures for students paying in full or signing up for Transact payments plan prior to the start of classes, as well as adhering to their Transact payments plan terms.

BACKGROUND

Mount Mary's undergraduate and graduate bulletins specify that students will either pay in full or sign up for a payment plan prior to the beginning of the term:

Each semester's account balance must be paid in full by the first day of classes, or you must sign up for a payment plan, with payment in full by the end of each semester. A student may not register for a subsequent semester nor occupy a room in the residence hall until all past due invoices are paid.

PAYMENT AND PAYMENT PLAN PROCESSES

1. The following will have occurred prior to the student paying in full or signing up for Transact Payments:

- Student has registered/enrolled
- Mount Mary has provided an actual or estimated bill
- Mount Mary has applied estimated or actual aid to the student's balance
- Mount Mary will have educated students about payment expectations

Some estimates will be involved, and subsequent changes in payment plan amounts are likely.

2. Education and activities around registration, payment and Transact Payments signup

- Prior to New Student Registration ("NSR") events
 - Provide information to new students and their families about relevant financial and payment information so that information presented at NSR does not surprise them
- For new students who attend NSR
 - Financial Aid and Business Office provide education, handouts and are available for appointments
 - Students sign Financial Responsibility Contract (FRC)
 - Students can pay in full (or, commencing with the semester registration, sign up for Transact Payments)
- For continuing students and new students who do not attend NSR
 - Business Office sends instructions with initial billing
 - Before classes begin, each student must: (1) pay in full or (2) sign FRC AND sign up for Transact Payments
 - Any student who has not accomplished these before classes begin will be auto-enrolled in Transact Payments and must go online, pay enrollment fee and formally accept the terms of the payment plan.
 - Any student who does not pay in full or formally accept the terms of their Transact payments plan before classes begin will lose access to MMU email, CANVAS and all other electronic MMU resources. That access can be restored by taking one of the required actions.

3. Implications of non-adherence to payment plan responsibilities

- Missed payments

- At the first missed Transact payments the Business Office will contact the student to schedule a meeting or phone conversation to rectify the nonpayment.
 - If a student does not respond to the Business Office after repeated attempts all within 5 business days of the non-payment, the Business Office will refer the student to Student Affairs for intervention
 - The Student Affairs team will have 5 business days to get a meeting set up.
 - If a student fails to set an appointment within 5 business days they will be given a 3-day warning of IT shutoff. At the end of three days (on the 4th day) all IT access will be shut off and a message will come up each time a student tries to log in giving them a phone number to call to return their IT privileges.
 - Students flagged for financial aid verification or having legitimate problems beyond their control that can be verified will temporarily avoid the IT shut off if they are working conscientiously and communicating weekly with the Business Office or the Financial Aid Office.
 - In the event of continued lack of communication or action on the part of the student, the Coordinated Registration Team will make decisions on further action up to and including withdrawal.
- Exceptions can only be approved by the President.

Please Note: Various forms of communications regarding adhering to this policy will be made to students via email, including personal emails, United States Postal Services, text messages and phone calls. This specific policy and procedures supersedes any policies restricting specific communications.