

**San Mateo County Community College District
Fee Payment
Questions and Answers**

Q: Why must I pay my fees at the time of registration?

San Mateo County Community College District policy requires students to pay all fees at the time of enrollment. The policy states that students will be dropped from classes for non-payment of fees. If students are unable to pay their fees, they should apply for federal financial aid, apply for the Board of Governors Fee Waiver, or enroll in an inexpensive payment plan offered by Nelnet in order to prevent being dropped from classes.

Q: When must I pay my fees?

All fees are due at the time of registration. You may either pay by credit card, check or cash. Students are assessed enrollment, health, student body, student representation, student union (Skyline) and in some cases, instructional materials fees. You are responsible for paying all your fees in order to prevent being dropped from classes for non-payment.

Q: What should I do if I can't afford to pay my fees at the time of registration?

You should apply for financial aid as applicable, by filling out the FAFSA (www.FAFSA.gov), California Dream Application (<https://dream.csac.ca.gov/>), apply for a Board of Governor's Fee Waiver, or sign up for a payment plan (the district payment plan is administered by Nelnet) to spread your payments out during the semester.

Q: What happens if all my fees aren't paid by the established dates that the drops for non-payment occur and I didn't apply for a payment plan, apply for financial aid, or indicate that my fees are paid for by a third party?

On **August 2, 2017**, at midnight, you will be dropped from all your fall, 2017 classes for non-payment of fees.

Starting on **August 3, 2017**, classes added will be dropped for non-payment at midnight on the day following their registration. These daily drops will continue until the first day of the fall, 2017 semester.

A hold will also be placed on your record and you will be unable to obtain official transcripts or register for subsequent semesters until the balance is paid in full.

Q: What happens if I only owe \$1.00 at the time of the deadline for paying fees? Will I still be dropped from my classes?

Yes. Students must have paid all their fees in full, applied for financial aid, enrolled in a payment plan, or indicated that their fees are paid for by a third party in order not to be dropped by the established deadlines.

Q: What happens if I initially paid my fees in full, but make changes in my schedule resulting in additional fees owed?

On **August 2, 2017**, at midnight, you will be dropped from all your fall, 2017 classes for non-payment of fees.

Starting on **August 3, 2017**, classes added will be dropped for non-payment at midnight on the day following their registration. These daily drops will continue until the first day of the fall, 2017 term.

A hold will also be placed on your record and you will be unable to obtain official transcripts or register for subsequent semesters until the balance is paid in full.

Q: What happens if I've been dropped from my classes for non-payment?

If you are dropped from your classes for non-payment, you will need to try to re-enroll in the classes you were originally enrolled in or select other classes. If you believe you were dropped in error because you 1) paid all your fees, 2) filed a FAFSA, California Dream Application or a Board of Governors Fee Waiver, 3) enrolled in a payment plan or 4) have your fees paid for by a third party, contact the Admissions Office. They will assist you in completing a petition to appeal the dropping from classes.

Q: How do I enroll in a payment plan?

After you register for your classes in WebSMART, follow the link to "Payment Plan." You'll then be provided additional information about how to complete your enrollment. If you only use cash, you will not be able to participate in the payment plan.

Q: What are the costs associated with the payment plan?

A summary of all the fees associated with the payment plan is listed below.

Nelnet fees payable by students who sign up for the payment plan		
Description of Fee	Amount	Remarks
Sign-up fee	\$20	\$20 per semester.
Late Fee	\$30	\$30 for each late payment, up to a maximum of \$180.
Interest	-	No interest will be assessed for any balance on the payment plan.

Q: How do I make payments?

You can make payment plan payments via electronic debit from your checking or savings account, and credit cards. You will make all payments directly to Nelnet, not to the Cashiers offices. If you only use cash, you will not be able to participate in the payment plan.

Q: Is there any minimum amount I need to owe in order to sign up for a payment plan?

Yes, you must owe at least \$50 in order to sign up for a payment plan.

Q: What if I add or reduce my total unit load such that my payment plan balances changes?

Your fee payment plan amounts will adjust automatically when you change your schedule in WebSMART.

Q: What if I decide that I want to pay off my plan balance early?

You must provide payment to Nelnet in order pay off your plan.

Q: What if I default on my payment plan?

If you default on your payment plan, you will have a hold placed on your record and you will not be able to register for any subsequent terms until the balance is paid in full. You will not be able to request official transcripts until your fees have been paid in full. In addition, you will be sent to collections for the outstanding fees owed to the college. If you pay your outstanding balance and enroll in a subsequent term, you will be able to sign up for another payment plan.

Q: Who should I contact if I have a question about my payment plan?

If you have questions about your agreement or need to make a change to your address, telephone number or account number, log-in to www.mypaymentplan.com.

Please be sure to have your confirmation e-mail and Nelnet access code available before logging in. You will receive your confirmation e-mail one business day after submitting your agreement.

For additional information, you can contact Nelnet at 800.609.8056.

Q: Can I sign up for a payment plan at any time during the semester?

No. There will be a deadline date established for each semester. The deadline to sign up for fall, 2017 in order not to be dropped from classes for non-payment is **August 2 at 9:00 p.m.** If you register for classes after August 3, you may still sign up a for a payment plan and should do so immediately in order not to be dropped from classes you registered for after August 2. The later you sign up for the plan the fewer payments you'll be able to make and each payment will be larger.

Q: When will my last payment on my payment plan be due for the fall, 2017 semester?

The last payment date is April 5, 2017. *You must have a \$0 balance at that time in order to register for the next semester.*

Q: Do I have to be determined eligible for financial aid in order not to be dropped from my classes by the deadline?

No. Generally, if you file a FAFSA or California Dream Application within five business days of the drop date you will not be dropped so long as your college has received your application. It is your responsibility to make sure it has been received by checking your "Financial Aid" eligibility requirements in WebSMART.

Q: I have applied for and received a Board of Governor's Fee Waiver (BOGFW) . Will this fee waiver cover all my fees?

No, the BOGFW only covers enrollment fees. It does not cover additional fees you are assessed (e.g. health fee, student body fee, student representation fee, instructional materials fees, student union fee, etc.) If you cannot pay these additional fees, you are encouraged to apply for federal financial aid by filling out the FAFSA (www.FAFSA.gov) or California Dream Application if Cal Grant eligible. While you will not be dropped if you file a BOGFW, you are responsible for the additional fees. Failure to pay any remaining balance will prevent you from registering in subsequent semesters.

Q: I'm an international student? When will I have to pay my fees?

International students must meet the same fee deadlines as all other students. You should sign up for a payment plan if you cannot pay your fees by the drop date.

Q: My fees are paid by a third party. What do I need to do not to be dropped?

When signing up for classes, you will also be able to update information on WebSMART to indicate that your fees are paid for by a third party. Documentation will be required.

The colleges will also assist in identifying those students whose fees are paid for by third parties and not drop those students for non-payment. You should check with the Cashiers Office to make sure that we know your fees are paid for by a third party (e.g. Veteran's Administration, Department of Rehabilitation, etc.) Please be reminded that some third party payers only pay enrollment fees. You will be responsible for the other fees that are assessed students (e.g. health fee, student body fee, student representation fee, student union fee, instructional materials fees, etc.)