

Business Office Policies and Procedures for Professional and Graduate Studies at Southern Nazarene University

Payment If you do not have enough APPROVED federal financial aid/VA, or approved employer reimbursement, PRIOR to entering, your payment in full will be due by the first night of class. If you plan on using a payment plan, please log into your account at www.snu.afford.com. The learners account must be in good standing to enter the program or move to the next term. To get this balance, please contact the business office so you are prepared for that payment in full. (To find out if your employer is approved for reimbursement, contact the business office.) If you would like to get your employer approved for payments, please contact Darla Tompkins at the Business Office for PGS. All other payments will be made through TMS (Tuition Management Systems). [1-800-208-5727](tel:1-800-208-5727) or www.snu.afford.com. If you choose a payment plan, you will be assessed a \$45.00 fee each semester. This will be charged and paid through TMS. Payment arrangements will be determined through TMS, according to your balance and when you enter. You can attend the first class of the Module without being charged. Attendance to any other class will result in a full charge of the module.

Student Services A commitment letter is required to enter into any program. You will be contacted by Ronda Ita through Student Services prior to entering your program. Prior to entering, this department will be the liaison between the student, Financial Aid, Admissions, and the Business Office. Her contact information is 405-717-6237. rita@mail.snu.edu

Technology Package With the exception of students in the MAEL, MASMA and Graduate Psychology programs, all groups receive a technology package. This is included as part of the program materials. HOWEVER, if a student withdraws prior to being charged for Mod 1, all equipment will need to be returned or a fee of \$1000.00 will be charged to the student's account. The Mac purchase fee is \$500.00 in addition to tuition and is due prior to ordering and before the Organization meeting. If you have purchased this option, you will not be able to return the computer for a refund. In addition, you will be assessed an additional \$800.00 fee.

FINANCIAL AID If you have confirmed financial aid to cover the cost of each semester, no payment will be due at the time of entry. You will be required to complete another FAFSA at some point in your program to continue with financial aid and remain in accordance with the Government calendar. This calendar runs from July- Jun of the following year. We estimate you will receive the same financial aid in all semesters and that you will complete your 2nd and/or 3rd required FAFSA in a timely manner and prior to entering the next semester it's due. Even if you have financial aid to cover your term, a commitment letter will be required before entering. Therefore, if any adjustments or changes are made, before the end of your program, there may be an adjustment in payments required. This would include withdrawal or delays in continuing if the FAFSA is not completed by the required time. YOU ARE RESPONSIBLE FOR ANY MONEY DUE ON YOUR ACCOUNT AND FOR PROVIDING ANY AND ALL PAPERWORK FOR PAYMENT IN THE TIME REQUIRED. THIS INCLUDES BUT IS NOT LIMITED TO BOOK CHARGES. YOUR TERM MUST BE SHOWING A TRUE CREDIT BEFORE A REFUND CAN BE ISSUED. You can monitor your account activity, including financial aid when you log into www.snu.afford.com.

REFUNDS:

LATE PAYMENT All payments are due on the first calendar day of the month. A late fee will be assessed on your Tuition Management Systems Account if the payment is not received in the allotted time.

PAYMENT OPTIONS **PAYMENT OPTIONS** If you are not covering your account balance with some form of federal aid or employer reimbursement or your employer does not pay for tuition until completion of a course and contingent upon grades, you will need to either:

- 1) pay your entire balance in full prior to the first day of a new term; or
- 2) set up a payment plan through TMS. You can access to establish your account by logging into www.snu.afford.com or by calling [1-800-208-5727](tel:1-800-208-5727).

You will be responsible to make payment arrangements with TMS 1-888-722-4867 or clientsupport@afford.com.

Each term balance should be in good standing to continue.

Please be advised, there is a \$30 fee for any returned checks, which is due immediately.

There is an additional fee for payments made by credit or debit card.

Other payment methods can be provided, which include automatic draft.

MONTHLY PAYMENTS

All payment arrangements will be made through the TMS Website. Depending on the months remaining in the term will determine availability of the number of payments and the amount due. **Each term must be paid in full before you can continue into the next semester. If for any reason your schedule changes, please visit TMS for the change in payment options and amounts.** You are your best advocate and are responsible for the full amount due. Statements will be provided through TMS, as a reminder of your payment plan.

INVOICES/GRADES Upon request from the student, SNU can provide invoices and grades for employer reimbursement or payment. An official transcript will not be released to the student if there is a balance on the account. If the employer reimbursement generates a credit, the student will be refunded appropriately unless other arrangements have been made. **PLEASE NOTE:** The student is responsible for their bill being paid in full and for coordinating this payment from their employer. If for any reason an employer does not pay an invoice in a timely manner, the student will be responsible and will make arrangements with the Business Office immediately.

WITHDRAWALS A Student may attend the first night of each module ONLY, and not be charged if they withdraw. If you withdraw prior to being charged for the 1st module, your technology equipment and books will need to be returned to Tree Of Life. If not returned, the balance for the books and fee for the laptop will be charged. If you had an upgrade, you may not return your tech package and an additional \$800.00 will be charged to your account. You are **NOT** withdrawn from your program unless you have spoken with the Business Office **AND** have completed the required paperwork in full. If this is the case, you will be responsible for any balance due for the modules you are currently enrolled in. Changing groups or withdrawing can affect your financial aid. Please consult with your advisor prior to making these decisions. If a refund has already been disbursed to the student, after the adjustments are complete, a balance may remain on the student account.

Withdrawal With Financial Aid: To remain in compliance with the federal government, we must complete an R2T4 and return any monies that are required by them. In addition, your charges for SNU will also be adjusted to reflect the amount of time you were enrolled, according to our current policy. Therefore, once your account has been processed, a withdrawal will result in a balance. This is due within 30 days of your withdrawal. After that time, your account will be sent to the noncurrent office for continued collections.

Withdrawal With Payments: If a student must withdraw from the program, there will be an adjustment made, in accordance with our current policy. This may result in monies due and/or additional fines. This balance is due within 30 days of the withdrawal.

Financial or Academic Withdrawals: If it becomes necessary and/or is determined by SNU that any student may not continue in their program due to the following reason, the student will be advised or informed first by their SNU issued email.

1. Being out of compliance with the Department of Education in one or more areas.

2. Unsatisfactory academic progress and/or violating academic conduct code.
3. Delinquent Account.
4. Is in the best interest of the student.
5. We reserve the right to withdraw or restrict any person from our campus if it is determined that the wellbeing of any person is in jeopardy.

If a payment is not received in full, you will be transferred to the non-current office until your balance is paid in full. You may then petition for readmission to the program if you wish to do so and your petition is accepted. If the withdrawal results in a credit, after the adjustments have been made in our system, a refund can be issued to you, upon request or in accordance with the Federal and School policies. A refund will be issued in accordance with the current policy. Please be advised: If at any time you change groups, re-enter or take additional classes, you will be charged the rate for that class at that time.

RE-ADMISSION: Prior to readmission, your account must be cleared of any holds and/or in good standing.

BOOKS: Books will be provided to you through Tree Of Life. Each Module required materials, except the first Mod, will be delivered by 1 week prior to the beginning of class. If you have not received your book and have been enrolled, please contact Natalie Bell at 405-491-6316. nbell@mail.snu.edu The undergraduate will need to return their books, according to the TOL policies or you can make arrangements with them to buy the book through their system as well. The Graduate/Masters programs provide ownership of the books. These books will be sent to you with their communication. If you have any questions regarding their policies or payments, please contact them at 765-674-9530 Ext 1. In addition, please advise SNU of any changes or adjustments to your contact information as soon as possible so you can receive your materials. SNU is not responsible for lost, stolen, or damaged books, although we will be happy to assist you in any way possible.

FINANCIAL AID The financial aid adviser for the Undergraduate Programs/Connie Miller (conmille@mail.snu.edu 405-717-6204) and Graduate Jan Green 405-491-6685. (Tulsa students Masters, please contact Jan and undergrad, please contact Donald Lewis). **Bridge students/ and Online Undergrad Donald Lewis** (dlewis@mail.snu.edu 405-491-6668). If an applicant wishes to apply for financial aid, they will need to complete a FAFSA online, including all required paperwork, prior to visiting with our financial aid adviser. After you have been cleared through our financial aid, you will receive an award letter, via email to show what you qualify for. The learner can then accept or decline what is offered. This may take a few weeks. Therefore, we strongly encourage each applicant to be diligent and prompt in completing this process to ensure sufficient time to have any and all information available prior to committing to a group. We advise the applicant to also include and notify financial aid of any additional monies they qualify for or will be receiving. This may include, but is not limited to, VA benefits or Tribal benefits. School Code for FAFSA:003149. **If a student receives money over the federal budget amount, it may result in adjusted loans, even after the student has received a refund.**

VETERAN AFFAIRS If you qualify for VA benefits, we have a representative that can assist you and will need to report the information to the appropriate departments for accurate and complete financial aid assistance. **COMPLETION OF ENROLLMENT CERTIFICATION FORM WITH, Sherri Eaton** (seaton@mail.snu.edu 405-717-6299), **MUST BE COMPLETED AND SUBMITTED IN THE VERTARN SERVICES DEPT. BEFORE YOU WILL RECEIVE FUNDING.** The enrollment form can be found on the website. She may have some additional information that will allow you to apply for the best program you qualify for and receive the most from your benefits. ***The semester must be paid in full and show a TRUE credit before a refund check will be available.***

If you require any further information or have any questions, you can contact our:

Business Office Account Coordinator:

Undergrad - Leslie Storie (405-491-6647) lstorie@snu.edu

Graduate - Bill White (405-491-6349) bwhite761@snu.edu

Bridge- Leslie Storie

Fax (405-491-6302)

Business Office Supervisor:

Darla Tompkins Business Office dtompkin@mail.snu.edu 405-717-6232 **Business office FAX 405-491-6302**

If you are unable to reach us for a payment you may also call Campus Business Office at 405-491-6308 or the Operator at (405-491-6400)

All policies and procedures are subject to change without notice and at the discretion of SNU. Upon request, an updated copy is available on the SNU website.

Each Student is solely responsible for providing documentation, as a student, to Southern Nazarene University, my employer or any other entity for payment or reimbursement purposes. This may include required documents for financial aid, application, books and/or disbursement. I also understand that if for any reason my account falls behind, I am responsible for any balance that is unpaid and will pay it promptly, including any late fees or fees acquired due to my withdrawal, failure to return my equipment, or continued balance. If I am unable to pay the balance due in full, I agree to make approved, satisfactory monthly payments to keep my account in good standing. I further understand that I am responsible for contacting SNU with any change in contact information, as it occurs, and ***know that my SNU email may be the only source of communication that will be used to contact me, Per FERPA, and will check it on a regular basis.***