

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

**ORGANIZATION NIGHT There will be no exceptions made.**

**Registration fee of \$185.00** is due by the Organizational night or prior to the scheduled date and cannot be taken out of financial aid funds. This is non-refundable but can be held for entry with a future group within the same program. If a change of program is made, an additional registration fee of \$185.00 will need to be paid, prior to the change of program. If you are a previous undergraduate, from SNU, no registration fee will be due while entering your graduate program.

**Payment** If you do not have enough APPROVED federal financial aid/VA, or employer reimbursement, PRIOR to entering and/or have a balance, your first payment is due at Organization night. The learners account must be in good standing to enter the program. 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.)

At Organization night, you will meet with the Business Office and Financial Aid personnel for any additional questions. At this time, you will need to:

1. Make payment for any balance due, including your registration fee of \$185.00.
2. Sign your Registration Agreement and any other required forms.
3. Get your parking decal. We will need your tag number, make and model of your car. Taking a picture with your smart phone is ideal.
4. Please complete any required forms and pay for upgrades for your technology package, prior to Organization night, to ensure accurate delivery.

(Online groups will have your paper worked emailed and will not receive a parking decal. All other paperwork must be received to gain access to the program.)

**Technology Package** With the exception of students in the MAEL 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 students account. This fee is due at the time of withdrawal. If you had a laptop upgrade, you will not be able to return the laptop and you will be assessed an additional \$800.00 fee. The initial upgrade charge must be paid prior to ordering.

**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, except the registration fee, if applicable. 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 will be shown on your agreement and explained to you at Organizational Night, prior to your signature.) We estimate you will receive the same financial aid in all semesters and that you will complete your 2nd and/or 3<sup>rd</sup> required FAFSA in a timely manner and prior to entering the next semester it's due. Your agreement is printed and calculated to reflect the same amount in all semesters. 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. **You must be considered full time to receive federal money. Therefore, we cannot transfer the funds until after you have begun attendance of 6 credit hours of each semester. You can track the transfer on the portal. The amount of financial aid will move from anticipated to disbursed. Please do not budget bills /obligations on your federal money. The semester must be paid in full before credit will be refunded**

**LATE PAYMENT** All payments are due on the first calendar day of the month. In an effort to assist the students, we have allotted a grace period of 5 calendar days for bank errors, lost cards, expired cards, etc. All payments must be POSTED IN OUR SYSTEM to be accepted as received. If you are making a payment with any other method, besides online, you must have your payment in the business office no later than 3:00 pm on the fifth day in order to avoid a late fee.

**LATE FEE** If your payment is not posted in our system in the time required (SEE ABOVE) there is a late fee of \$25.00 posted to your account. This is due immediately with your late payment.

**PAYMENT OPTIONS** If you have a balance, even after financial aid is applied, or want to make payments you must sign an agreement that applies to your program. You may pay this balance in full without penalty or pay in advance. HOWEVER, each semester must be paid in full to continue to the next semester.

Payments can be made in one of 3 ways

1. Credit card- Includes Visa, Master, Discover, and American Express (A convenience fee of 2.6% will be charged by our processor.) We accept payments over the phone, in person or online.
2. Online at [portal.snu.edu](http://portal.snu.edu) -Credit or Debit Cards are accepted. (A convenience fee of 2.6% will be charged by our processor.) \*\*\*\*\*e-check option is available and is free of any service charge\*\*\*\*\*
3. In person during regular scheduled office hours in Royce Brown or Bresee.

Please be advised, there is a \$25 fee for any returned checks, which is due immediately. Continued infractions may result in a withdrawal from your program. We are not responsible for payments not posted in our system due to card, computer or postal delays.

**MONTHLY PAYMENTS** If your agreement is to make monthly payments, your first payment is due at or before Organization Night. If your Organization meeting begins from the 1<sup>st</sup>-15<sup>th</sup>, your next payment will be due on the 1<sup>st</sup> of the following consecutive month. If your Organization meeting begins between the 15<sup>th</sup> and the end of the month, you will skip the next consecutive monthly payment immediately following and it will be due the 1<sup>st</sup> of the following month. Any payments due that are not posted on your account within the first five calendar days will accrue a late fee of \$25.00 (This is due immediately with your payment). We will accept larger payments in order to ensure your semester is paid in full as long as the policy remains intact and/or the semester is paid in full. You will not be able to make a payment on a \$0 balance term. If you need the charges posted prior to the scheduled time, please let the Business Office know or we can post the payment for you.

**OVERDUE:** If you have agreed to a payment plan during your program, it will not be entered into the system or show on the portal. The payment plans are tracked by a different method that the portal does not recognize. Therefore, if you are not paying the full semester by either financial aid or at the beginning with a onetime payment, you may see **OVERDUE** on the portal. This does not necessarily show an accurate reflection of your account. Please continue with the payments agreed upon. If you have questions, please call.

**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 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 1<sup>st</sup> module, your technology equipment and books will need to be returned or a fee of \$1000.00 will be charged. If you had an upgrade, you may not return your tech package and 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.**

**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. Therefore, once your account has been processed, a withdrawal may result in a balance. This is due within 30 days of your withdrawal.

**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.
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. This can be available on the Monday afternoon following the completion. Please check your account for the results online for either determination. 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.

**BOOKS:** Books will be provided to you through Tree Of Life. Each Modules 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 Marci Beaty. 405-491-6681. [magreene@mail.snu.edu](mailto:magreene@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.

**FINANCIAL AID** The financial aid adviser for the **Undergraduate Programs/Connie Miller** ([conmille@mail.snu.edu](mailto:conmille@mail.snu.edu) 405-717-6204) and **Graduate LaRhonda Tyler** ([rytler@snu.edu](mailto:rytler@snu.edu) 405-491-6685). **Tulsa students Laniece Watkins** ([lwatkins@mail.snu.edu](mailto:lwatkins@mail.snu.edu) 405-491-6335). **Bridge students/ and Online Undergrad Donald Lewis** ([dlewis@mail.snu.edu](mailto: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 about 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

**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. In addition to completing your required paperwork for VA benefits, we recommend that you speak with **Sherri Eaton** ([seaton@mail.snu.edu](mailto:seaton@mail.snu.edu) 405-717-6299) prior to your Organization Night. She may have some additional information that will allow you to apply for the best program, that 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:

OKC Business Office

**Undergrad - Leslie Storie (405-491-6647)** [lstorie@snu.edu](mailto:lstorie@snu.edu)

**Graduate - Bill White (405-491-6349)** [bwhite761@snu.edu](mailto:bwhite761@snu.edu)

**Bridge- Ronda Ita (405)491-6666** [rita@snu.edu](mailto:rita@snu.edu)

**Fax (405-491-6302)**

Tulsa Business Office

**Darla Tompkins Business Office** [dtompkin@mail.snu.edu](mailto:dtompkin@mail.snu.edu) 405-717-6232 Business office FAX 405-491-6302

**Kellie Johnson Financial Aid** 405-491-6412 [keljohnson@mail.snu.edu](mailto:keljohnson@mail.snu.edu)

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 can be provided.**

I have been given a copy of the policies and procedures above.

I (student's name) \_\_\_\_\_

Understand that I am 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 and 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 and will check it on a regular basis.**

Signature \_\_\_\_\_

Date \_\_\_\_\_