



Dear Student:

This letter is to inform you of our important billing practices. It is extremely important that you read and understand how these billing policies and practices can impact you. If someone else is helping you pay your tuition and fees, we strongly encourage you to share this information with them.

Please note the important deadlines below:

Tuition and fees are due on or before the first day of classes each quarter for the 2016-17 Academic year:

- ✓ Fall 2016 Tuition and fees due – September 12, 2016
 - ✓ Winter 2017 Tuition and fees due – January 03, 2017
 - ✓ Spring 2017 Tuition and fees due – March 27, 2017
- ⇒ Bills will be mailed approximately one month prior to the start of each quarter. Bills may also be viewed and paid through the Hornet Hive by clicking: WebAdvisor for Students > Financial Information > View Account and Make Payments.

Balances not paid by the first day of each quarter will be subject to a late fee of 1.5% per month until paid.

Students with balances not paid by Monday of the 6th week of each quarter will not be permitted to register for classes for the following quarter until balances are paid. These dates are:

- ✓ **Fall 2016, Monday of 6th week is October 17, 2016**
 - ✓ **Winter 2017, Monday of 6th week is February 06, 2017**
 - ✓ **Spring 2017, Monday of 6th week is May 01, 2017**
- ⇒ Students will be notified of the registration hold via campus email and through the, "WebAdvisor for Students" section of the Hornet Hive (see "My Restrictions" link located under the "Academic Profile")

If you have extenuating circumstances preventing you from paying by the due date, please contact the Student Accounts Office as soon as possible to discuss your individual situation and to discuss alternative payment arrangements.

- ⇒ We strongly encourage students to check their balances online during 5th week to ensure that balances have been paid or to ensure that payment will be made timely. Only students with extenuating circumstances that have made alternative payment arrangements with the Student Accounts Office will be allowed to register during 7th week prior to payment of balances in full.

****Students participating in the monthly tuition payment plan and are current on their monthly payments will not receive the registration hold****

Students with balances on their account as of 5pm of the 1st day of the following quarter will be officially withdrawn from the College, unless alternative payment arrangements have been made with the Student Accounts Office.

You can find answers to some of our Frequently Asked Questions on the back of this letter. If you have specific questions about our billing practices or your student account, please contact us by e-mail at billing@kzoo.edu.

Sincerely,

Patrick Farmer
Student Accounts Coordinator

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BILLING POLICY - FREQUENTLY ASKED QUESTIONS

Q: When are my tuition and fees due?

A: Fall 2016 Tuition and fees are due – September 12, 2016
Winter 2017 Tuition and fees are due – January 03, 2017
Spring 2017 Tuition and fees are due – March 27, 2017

Q: Where can I find out how much I owe on my student account?

A: Students can access their registration statements online anytime through the, “WebAdvisor for Students” section of the Hornet Hive. Access requires the student ‘Knet’ network log in and password. For more detailed information, see our website at: www.kzoo.edu/billing.

Q: My mom/dad/other significant person in my life pays my tuition bills. Should I just ignore this letter and let them take care of it?

A: No. The student account balances are the responsibility of the student. If your tuition balance is not paid by Monday of the 6th week of the quarter, you will not be permitted to register for the following quarter until the balance is paid. You should check your balance online to ensure your balance has been paid prior to Monday 6th week of the quarter. Only students with extenuating circumstances that require alternative payment arrangements will be allowed to register without paying the balance in full.

Q: When will the Registration Hold be placed on my record?

A: The Registration Hold will be placed on your record and you will not be permitted to register if balances are not paid for tuition and fees by these dates (Monday of the 6th week of the quarter):

- Fall 2016 quarter - October 17, 2016
- Winter 2017 quarter - February 06, 2017
- Spring 2017 quarter – May 01, 2017

Q: My financial circumstances have changed and I’m having difficulty paying by the due date. How do I make alternative payment arrangements with the Student Accounts Office?

A: Please contact the Student Accounts Office by phone at (269) 337-7226 or by email at billing@kzoo.edu. We expect a high volume of phone calls and walk-in traffic during the first few weeks of each quarter and we ask for your patience as we attempt to get back to you as soon as possible. You may experience a quicker response time by contacting us via email with your question or concern (be as detailed as possible), a phone number where you can be reached, and the best time to call.

Q: I have a miscellaneous charge on my account as of Monday of the 6th week of the quarter (i.e. Health Center charge, parking ticket, library fine, etc.) Will I still be permitted to register?

A: Yes. Charges less than 30 days old will not prevent the student from registering for the following quarter.

Q: How do I get the registration hold removed from my record?

A: The registration hold will be removed from your record once your balance has been paid. Only students with documented extenuating circumstances that have made alternative payment arrangements with the Student Accounts Office will be permitted to register prior to paying their balance in full.

Q: If I have a balance on my account and I’m on the tuition payment plan, will I be permitted to register?

A: Students who are on a tuition payment plan and are current on their monthly payments will be permitted to register (subject to other types of registration holds).

Q: How can I make a payment on my student account?

A: The fastest way to make a payment is online through the, “WebAdvisor for Students” portion of the Hornet Hive via electronic check (routing number, and bank account number are required) or by Visa, MasterCard or Discover. Please note that payments made online with a credit or debit card will incur an additional 2.5% convenience fee. You may also pay in person with **Cash or Checks Only** in Room 201 or Room 110, Mandelle Hall or by mailing a check to: Kalamazoo College, 1200 Academy Street, Kalamazoo, MI 49006 ATTN: Student Accounts. See our website at www.kzoo.edu/billing for complete details.