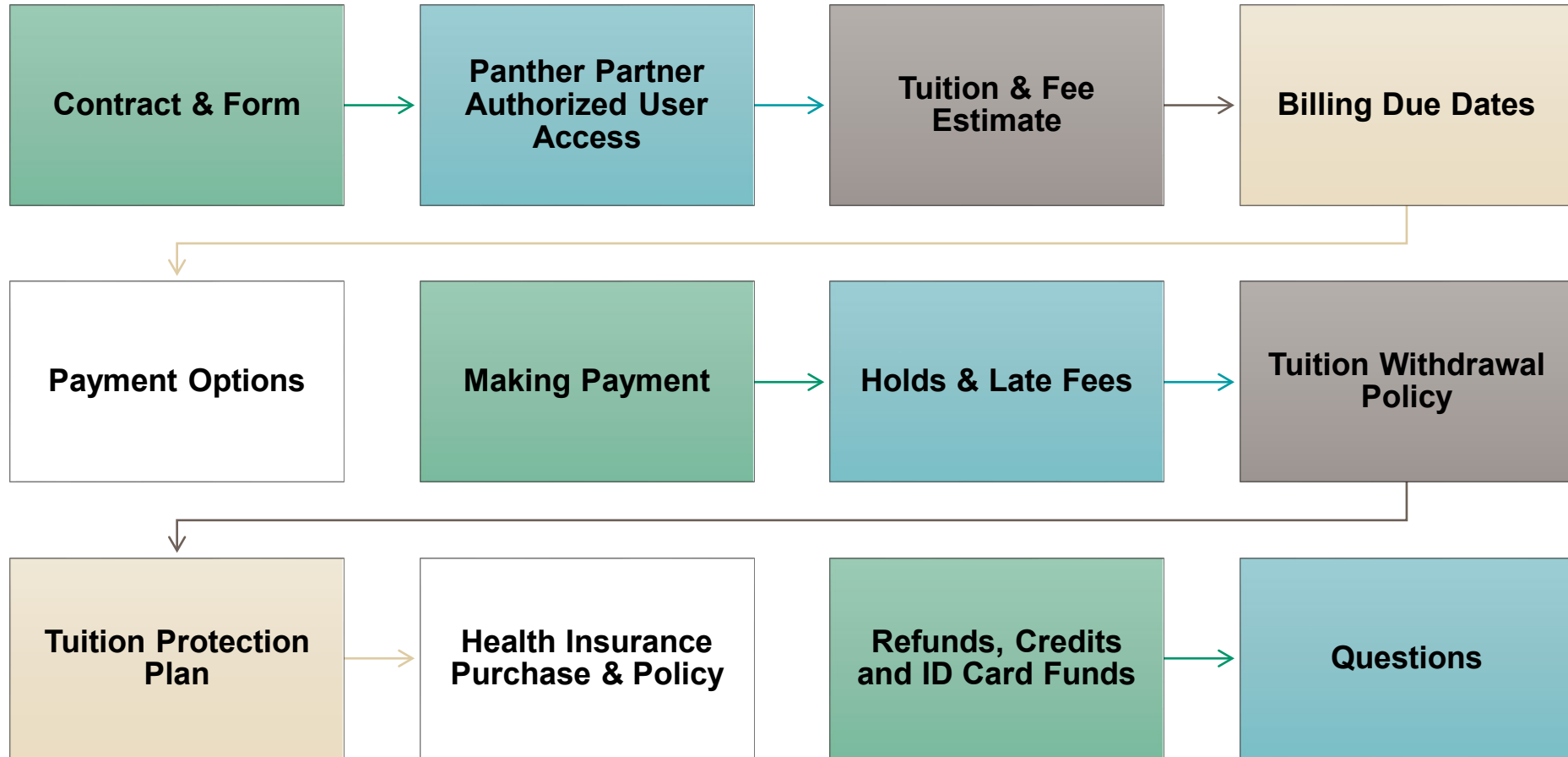


Student Business Services

Presentation for Students
2021-2022



Presentation Discussion Topics



Contract and Form

1. Tuition and Fee Master Payment Contract

The Tuition and Fee Master Payment Contract submission is **mandatory** as it outlines the student's rights and responsibilities regarding payment of tuition and fees.

How does a student submit the contract?

Students can submit an electronic Tuition and Fee Master Payment Contract through their [Student Center](#) "To-Do List" box.

How often must a student submit a contract? A new submission will be requested at the start of each academic year.

Contract & Form Due Date: August 30, 2021

2. Chapman Release Authorization Form

To abide by the **Family Educational Rights and Privacy Act of 1974** (FERPA) a federal law, Chapman University will not disclose any information without the written consent from the student. Students who wish to authorize Residence Life, Financial Aid, Student Business Services, and Registrar Offices to release information to a parent, spouse, or another person (s), must complete the [Chapman Release of Authorization form. \(optional\)](#)

How does a student submit this form?

Students may submit in-person or via-email to: ocbusn@chapman.edu

Panther Partner Authorized User Access-Optional

Access ePay is our online billing portal. Parents, guardians, or others, are **not** automatically given access to their student's online billing portal.

STUDENTS who would like their parents, guardian, or another person, to have billing access **MUST** add those individuals as a [Panther Partner- Authorized User](#).

Access ePay offers a variety of functions:

- ✓ Review billing statement
- ✓ Submit payment
- ✓ Enroll in Payment Plan
- ✓ Obtain a copy of 1098-T (Tax statement)
- ✓ Sign up for eRefund

Note: Access ePay does NOT display academic information such as grades.

The screenshot shows the Chapman University ePay portal. At the top, there is a dark red header with the Chapman University logo on the left and the text "Logged in as: Rosemary Irvine | Logout" on the right. Below the header is a dark grey navigation bar with a home icon, "My Account", "Make Payment", "Payment Plans", "Deposits", "Refunds", "Help", and "Select Student". The main content area is divided into three columns. The left column is titled "Announcement" and contains a blue link "TEST ENVIRONMENT C27377", a "Welcome to Chapman University ePay!" message, and a red notice: "Fall 2020 charges will begin to post to the student account by the end of June. Billing statements will be available the first week of July." Below this is a link "Learn how to Protect your Tuition Investment". The middle column is titled "Student Account" and shows "ID: xxx2381". It contains a table with the following data: "Balance" is \$0.00, "Estimated Financial Aid" is \$12,500.00, and "Balance Including Estimated Aid" is -\$12,500.00. Below the table are three buttons: "View Activity", "Enroll in Payment Plan", and "Make Payment". The right column is titled "My Profile Setup" and contains four menu items: "Personal Profile", "Payment Profile", "Security Settings", and "Electronic Refunds".


Student Account		ID: xxx2381
Balance		\$0.00
Estimated Financial Aid		\$12,500.00
Balance Including Estimated Aid		-\$12,500.00

Sample Statement

• Tuition & Fees

• Pending Financial Aid

• Payment Amount Due



CHAPMAN UNIVERSITY

For questions regarding your
Statement please call
Orange Campus at
714-997-6617

Student ID:

Statement Date: 06/30/2016

Due Date: 07/20/2016

Amount Due: \$13632.00

Date	Term	Description	Charges	Payments	Balance
		ACCOUNT BALANCE AS OF 05/31/2016			-200.00
		Tuition UGRD Anticipated	24,155.00		23,955.00
06/28/2016	Fal2016	Anticipated Full-Time Parking	185.00		24,140.00
06/28/2016	Fal2016	Anticipated Health Center Fee	122.00		24,262.00
06/28/2016	Fal2016	Anticipated Assoc. Student Fee	70.00		24,332.00
		ACCOUNT BALANCE AS OF 06/30/2016			24,332.00
		Pending Financial Aid		Pending Amount	
		Chapman Grant		5,700.00	
		Founder's Scholarship		5,000.00	
		TOTAL PENDING FINANCIAL AID			10,700.00
		ACCOUNT BALANCE LESS PENDING FINANCIAL AID			13,632.00
		Payment Schedule Due Dates		Amount Due	
		If you enrolled in an ePay Payment Plan, please visit ePay to view your installment due dates and amounts.			13,632.00
		Notes			
		Review your To Do List in your Student Center for outstanding items.			
		Pending (anticipated) financial aid cannot be refunded.			

Please remember that you must be enrolled in the correct number of units and correct classes in order to receive any financial aid you may have been awarded.

Late fees will be assessed on payments received after scheduled due dates. Refer to www.chapman.edu/sbs for details.

Student ID:

Remit To: Chapman University Cashier
One University Drive
Orange, CA 92866

Full-Time Tuition and Fee Estimates

On-Campus Estimate		
	Tuition (12-18 units)	\$29,125
*	Health Center Fee	\$122
*	Student Activities Fee	\$70
	Room & Board	\$9,499
	Semester Total:	\$38,816

Off-Campus Estimate		
	Tuition (12-18 units)	\$29,125
*	Health Center Fee	\$122
*	Student Activities Fee	\$70
	Semester Total:	\$29,317

Asterisks (*) Items, that are mandatory per term

Parking is free; however, students who wish to park in any university parking site must register their vehicle through the [Parking Permit Registration System](#). Failure to register their *vehicle* will result in a parking *citation* and/or disciplinary action.

Health Center Fee: Health Center fee is not student health insurance; this fee allows students access to the Health Center. This fee is mandatory for all full-time undergraduate students.

Student Activities Fee: Serves to enhance student's college life. The fee provides funding for student events and initiatives such as clubs, organizations, and Student Government. It also provides student with discounted tickets.

Room and Board: Estimate is based on double room occupancy. Total amount includes the cost of the room and the cost of the board meal plan.

Billing Due Dates & Payment Notices

Fall

- Bill Notification Email: Sent out early July.
- **Payment Due: July 20th**

Interterm

- Interterm Tuition Waiver (4 units) is an option for undergraduate students attending full time Fall and Spring
- **Payment Due: December 20th**

Spring

- Bill Notification Email: Sent out early December.
- **Payment Due: December 20th**

Summer

- Bill Notification Email: Sent out early May.
- **Payment Due: May 20th**

Access ePay will send out billing notifications to students' Chapman email addresses and Panther Partner Authorized Users. All parties are encouraged to review the student account upon receiving a billing notification.

To view your account details, visit Access ePay Portal within your Student Center (www.my.chapman.edu)

Payment Options

Option 1- Payment in Full

This payment option requires the entire term balance charges, less financial aid to be paid in full on or before the due date.

Fall	• Due Date: Jul. 20 th
Interterm	• Due Date: Dec. 20 th
Spring	• Due Date: Dec. 20 th
Summer	• Due Date: May 20 th

Note: Payment is due upon registration for courses added after the term due date.

Option 2- Monthly Payment Plan

A monthly payment plan option allows you to spread tuition, fees, and housing charges over a five-month period.

- Students or Panther Partner Authorized User can set up a payment plan online through the ePay Portal.
- Participants must enroll each semester. There is no automatic re-enrollment
- Per semester cost: \$50 set-up fee.

Fall	• Due Dates: Jul 20, Aug 20, Sep 20, Oct 20, Nov 20
Spring	• Due Date: Dec 20, Jan 20, Feb 20, Mar 20, Apr 20

Methods of Payment

- **Online ACH** payment through Access ePay within your Student Center (my.chapman.edu)
 - No fee associated
 - Credit cards **are not** accepted as a form of payment for tuition and fees.
- **Wire Transfer:** (Domestic & International - Bank to Bank and Flywire Transfers)
- **In-Person:** Cash, Check, or Money order by Appointment Only through the Cashier's Office
- **Mail:** Make checks payable to Chapman University. The student name and student ID number should be included on the front of all checks
 - Mail Tuition Payments to:

Chapman University

Attn: Cashier's Office One University Drive

Orange, CA 92866-1005

For questions regarding payment methods, contact Cashier Office at (714) 997- 6838 or email: cashier@chapman.edu



Business Office Hold, Communication & Late Fees

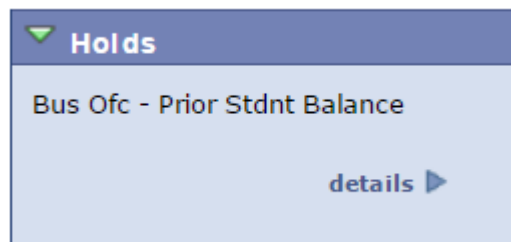
Business Office Hold

If a student account is not up to date with financial aid or out of pocket payments when priority registration begins for the following semester, a hold will be placed on the student record that will prevent any further registration. Only students with current accounts are allowed to take advantage of priority registration. How does Chapman communicate with the students?

We communicate with students via their Chapman email only. It is essential you monitor your Chapman email address frequently.

Late Fees

Students that do not pay the total account balance by the due dates will be assessed a late fee of \$100 each month that a Student Account has an overdue outstanding balance. The late payment fee will accrue every month until the balance is paid in full or a monthly payment plan has been established.



Chapman Tuition Withdrawal Policy

- The date of withdrawal for tuition credit purposes shall be when the class was dropped through my.chapman.edu or the [Registrar's Office](#). Students who register, but do not attend classes, will not receive a tuition credit unless they officially withdraw by the posted deadlines. Non-attendance does not constitute a withdrawal from classes.
- Tuition enrollment deposits are non-refundable.
- Full refunds for tuition and fee are available only through the first week of each term's start (except Interterm and Summer). After that, tuition and fees are refunded according to the Chapman Withdrawal Schedule.
- Housing Reservation Payment non-refundable.

Fall and Spring Policy

Withdrawal through the 1st week of classes 100%

Withdrawal through the 2nd week of classes 50%

Withdrawal through the 3rd week of classes 20%

Withdrawal after the 4th week of classes none

Receive 100% refund up to **September 6, 2021**, if the first day of instruction is August 30.

Tuition Protection Plan Purchase

Chapman University understands that the cost incurred with education can be substantial, and we have partnered with [Grad Guard](#) to offer students and parents tuition insurance protection.

The tuition insurance plan will refund the money paid to the university if a student suffers a severe illness or accident and must withdraw from the university. The policy covers tuition, fee, and on-campus housing.

How to purchase or review the policy? Students who wish to review/purchase the policy, may log into their Student Center, and click “Access ePay”. Panther Partner Authorized Users can review/purchase the policy via the [ePay log-in](#).

Purchase Deadline: August 29, 2021

For questions regarding coverage?

Email: info@gradguard.com

Phone: 800-719-5915

The unexpected happens, so please be prepared!



Student Health Insurance Purchase

Chapman University's offers optional health insurance coverage through **United Healthcare**.

The annual **cost** is \$2,040.00.

How to Purchase Student Health Insurance?

Utilizing your Chapman issued email address, complete and returned a [Student Health Request Form](#) to ocbusn@chapman.edu

Note: To continue coverage, a Student Health Request Form is needed **each** academic year.

Purchase Deadline: September 20, 2021

For questions regarding coverage?

Website: www.uhcsr.com/chapman

Phone: (800) 767-0700

 UnitedHealthcare® | StudentResources

Chapman University





Proof of Student Health Insurance Policy

New Requirement: Proof of health insurance is required of **all** students and will be necessary to prevent a future per semester health insurance charge of \$1,040.

- **When can student's start to submit their proof of health insurance?** Students will be notified via their Chapman email once this feature is open. We anticipate it to be available within the first week of July.
- **How does a student submit proof of health insurance?** Students can log in to Student Center, click on the "Proof of Health Insurance" hyperlink located within their To-Do List, and submit a copy of their insurance card.
- **How often must proof of health insurance be provided?** Proof of health insurance submissions will be required once per academic year, typically in July.
- **Submission Deadline:** September 20, 2021.
- **Note:** International students are automatically billed for student health insurance upon enrollment. If they would like to waive their existing health insurance charge, they will need to submit their proof of health insurance by following the above instructions.



Student Health Insurance Purchase

Students who wish to purchase the Student Health Insurance Plan offered by Chapman University must log in to their Student Center and click on "Student Forms" to buy health insurance coverage for the 2021-2022 academic year.

- **When can student's purchase 2021-2022 Student Health Insurance?** Students will be notified via their Chapman email once this feature is open. We anticipate it to be available within the first week of July.
- **What is the cost?** The per semester cost is 1,040 (\$2,040 an academic year)
- **To continue coverage and not experience any insurance gaps, how often must a student submit a purchase form?** Re-enrollment must be completed **each** academic year, typically in July.
- **Fall Purchase Deadline:** September 20, 2021
- **Have questions regarding coverage?** Visit www.uhcsr.com/chapman or call: (800) 767-0700

Credit Balance Options

The Financial Aid Office will disburse funds to your student's account on the first day of class if all requirements for receiving these funds have been met.

If a student receives more in financial aid than is necessary to pay for tuition, fees, room and board, then they may:

1. Request a refund
2. Request Bookstore Voucher
3. Request funds transfer to ID Card

Note: A credit balance must currently exist on the student account before a refund can be requested. No refunds will be generated based on pending aid.

Students are encouraged to sign up for an [eRefund \(Direct Deposit\)](#). All refunds are made payable to the student EXCEPT:

Parent Plus Loan refunds will be processed to whomever took out the loan via check or eRefund (if set up) _____

How can a student request a refund, Bookstore Voucher, or both?

1. Request in person.
2. Via-email to: ocbusn@chapman.edu

Bookstore voucher email request should include total cost (including tax and shipping) Follett Bookstore Webpage

ID credit transfer email should include exact dollar amount.

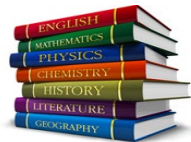
Declining Balance/ eAccounts

Students and guests may deposit funds to student's ID card using eAccounts at www.chapman.edu/eaccounts

For Declining Balance/ eAccounts questions, contact the Cashier Office at (714) 997- 6838 or email: cashier@chapman.edu

Lost or stolen ID card should be immediately deactivated by the student through [eAccounts](#) to prevent unauthorized use of the card.

	Declining Balance	Panther Bucks
Deposit Funds Online	Yes	No
On-Campus Dining	Yes	Yes
Print Credits	Yes	No
Bookstore	Yes	No
Gift Shop	Yes	No
Funds Expire	No	Yes
Laundry	Yes	No



Have questions or need more information?

Contact Us

Phone: (714) 997-6617

Email: ocbusn@chapman.edu or [Student Account Advisor](#)

Location: Bhathal Student Service Center. 150 W. Sycamore

Hours: Monday through Friday, 8:00 a.m. to 4:30 p.m.

Website: www.chapman.edu/sbs





CHAPMAN
UNIVERSITY