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LOCATION:
Voorhees Hall
Lower Level
Room B19
100 N. East Avenue
Waukesha, WI 53186

HOURS:
Monday through Friday
8:30 a.m. to 4:00 p.m.
(Hours subject to change during holiday periods, semester breaks and summer sessions.)

Telephone: 262.524.7337
E-mail: busoff@carrollu.edu
Fax: 262.524.7139
E-mail: mypayplan@carrollu.edu
Telephone: 262.524.7698

ADDITIONAL CONTACT INFORMATION:
Financial Aid Office: 262.524.7296
Registrar's Office: 262.524.7208
Housing Office: 262.524.7330
Department of Public Safety: 262.524.7300
Full-time Undergraduate Tuition - (annual cost) $32,080

- 2 regular semesters during 1 academic year
- 12-19 credits per semester

STANDARD FEES

- Comprehensive fee (annual cost) $770
- Charge for additional credits (more than 19 credits)
  - Non-nursing – per credit $410
  - Charge for additional credits (more than 19 credits) nursing – per credit $520

All other fees are outlined in the 2019-2020 Undergraduate Catalog.

HOUSING PLANS

<table>
<thead>
<tr>
<th>Residence Hall</th>
<th>Triple</th>
<th>Double</th>
<th>Single</th>
</tr>
</thead>
<tbody>
<tr>
<td>Charles Street, North/South Bergstrom, Steele-Swarthout, Kilgour</td>
<td>$4,110</td>
<td>$5,470</td>
<td>$6,560</td>
</tr>
<tr>
<td>Hilger Hall</td>
<td>$6,780</td>
<td>$7,580</td>
<td></td>
</tr>
<tr>
<td>Pioneer, Frontier; Prairie Halls</td>
<td></td>
<td></td>
<td>$7,580</td>
</tr>
<tr>
<td>Hartwell single apartments</td>
<td></td>
<td></td>
<td>$7,380</td>
</tr>
<tr>
<td>Carroll Street, College Avenue, Hartwell double apartments</td>
<td>$6,870</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Carroll Street, College Avenue, Hartwell triple apartments</td>
<td>$6,610</td>
<td>$7,130</td>
<td></td>
</tr>
</tbody>
</table>

NOTE: Cost of housing covers the fall and spring semesters.

For more information go to: https://my.carrollu.edu/ICS/Departments/Residence_Life_and_Housing/Housing_Options.jnz

DINING PLANS

<table>
<thead>
<tr>
<th>Plans</th>
<th>Cost Per Semester</th>
<th>Reservation</th>
<th>Meals/Semester</th>
<th>Dining Dollars/Semester</th>
</tr>
</thead>
<tbody>
<tr>
<td>Plan C</td>
<td>$2,005</td>
<td>140 block</td>
<td>140 meals</td>
<td>$250</td>
</tr>
<tr>
<td>Plan E</td>
<td>$2,215</td>
<td>160 block</td>
<td>160 meals</td>
<td>$350</td>
</tr>
<tr>
<td>Plan G</td>
<td>$2,380</td>
<td>180 block</td>
<td>180 meals</td>
<td>$375</td>
</tr>
<tr>
<td>Plan H</td>
<td>$2,680</td>
<td>220 block</td>
<td>220 meals</td>
<td>$425</td>
</tr>
</tbody>
</table>
Dining Plans – continued

Commuter Meal Plans:

<table>
<thead>
<tr>
<th>Plans</th>
<th>Cost/Semester</th>
<th>Meals Plan</th>
<th>Meals/Semester</th>
<th>Dining Dollars/Semester</th>
</tr>
</thead>
<tbody>
<tr>
<td>R</td>
<td>$520</td>
<td>30 my meals Block Plan</td>
<td>30 meals</td>
<td>$100</td>
</tr>
<tr>
<td>S</td>
<td>$965</td>
<td>60 my meals Block Plan</td>
<td>60 meals</td>
<td>$150</td>
</tr>
</tbody>
</table>

Grand Avenue Plans:
Available to all commuters, apartment residents and seniors, as well as juniors in Frontier, Pioneer and Prairie Halls.

<table>
<thead>
<tr>
<th>Plans</th>
<th>Cost/Semester</th>
<th>Meals/Semester</th>
<th>Dining Dollars/Semester</th>
</tr>
</thead>
<tbody>
<tr>
<td>T</td>
<td>$1,405</td>
<td>90 meals</td>
<td>$200</td>
</tr>
<tr>
<td>U</td>
<td>$1,405</td>
<td>45 meals</td>
<td>$650</td>
</tr>
<tr>
<td>V</td>
<td>$1,405</td>
<td>60 meals</td>
<td>$500</td>
</tr>
<tr>
<td>W</td>
<td>$1,405</td>
<td>75 meals</td>
<td>$350</td>
</tr>
</tbody>
</table>

IMPORTANT DATES FOR 2019-2020:
- Fall meal plans are valid August 30, 2019 – January 18, 2020
- Spring meal plans are valid January 19, 2020 – June 2, 2020
- Dining Dollars are valid August 30, 2019 – June 2, 2020

MEAL PLAN POLICIES:

a. All Carroll students who are subject to the residency requirement are also required to select a Resident Meal Plan (Plans C, E, G or H). Students who have achieved junior standing (60 credits) by the beginning of the academic year and live in Frontier, Pioneer or Prairie Halls may instead select a Grand Avenue Meal Plan (Plans T, U, V or W). Only students living in the Carroll Street, College Avenue and Hartwell Avenue Apartments are exempt from this policy.

b. Students may increase their meal plan at any time. The deadline to decrease or cancel a meal plan is one business day prior to the first day of classes each semester as published in the University catalog and academic calendar.

c. Students who select a meal plan for the fall semester will automatically be billed for the same plan for the spring semester unless they make a change prior to the deadline.

MEAL PLAN CHANGE/ADD PROCEDURE:

Log in to: https://my.carrollu.edu:
Sign in using your student username and password
Click on the “Student” tab
Click on the “Dining” icon
Scroll down – On the left hand side of the page click “Meal Plans”. This page will provide links to any and all information regarding dining services and meal plans.
**Meal Plan Policies** – continued

d. Block meal plans offer a guaranteed number of meals per semester and may be used for guest meals. All meal plans include Dining Dollars and allow meal transfers during posted hours.

e. Each semester is 15 weeks in length. Eighteen (18) meals will be served each week in the Main Dining Room.

f. Unused meals are not transferable from fall to spring semester. Fall semester meals may be used during Winter Session; spring semester meals may be used during Summer Session 1. Unused dining dollars will be transferred from fall to spring semester. Dining Dollars must be used by the end of Summer Session 1. Unused meal plans and dining dollars are not refundable.

g. Only currently enrolled Carroll students may participate in a meal plan. Students who withdraw or leave the University are no longer eligible to use their selected meal plan and will be held responsible for outstanding charges as published in the University catalog.

For more information on meal plans and policies, please go to: www.dineoncampus.com/carrollu.
To access this page:

Sign in to: https://my.carrollu.edu:
Sign in using student username and password
Click on “Student” tab
Click on “Billing and Payment”

OR:

Sign in to: https://my.carrollu.edu:
Sign in using student username and password
Click on “Student” tab
Click on “Business Office icon”
Each semester you are registered for classes with Carroll University, you will receive an initial statement of “Estimated Charges” and “Estimated Financial Aid” known as a Course and Fee Statement. This statement will also show your course schedule for that session.

The information shown on the Course and Fee Statement is information that is specific to the date the Course and Fee Statement was generated. This statement will not automatically update until a new or updated statement is posted. To view charges/pending credits and financial aid as they are incurred visit:

https://my.carrollu.edu:
Sign in using your student username and password
Click on the “Student” tab
Click on “Billing and Payment”
Under “ePAY” – Click on “View Balance”
Scroll down on this page to a line entitled: “Click here to view transaction history”.

The charges on the Course and Fee Statement are described as “estimated” because you, as the student, can make changes such as, but not limited to:
- adding or dropping a class
- adding or dropping a class that includes a course level fee
- adding, dropping or changing your meal plan, etc.

The financial aid is also described as “estimated” because you, the student, can alter your financial aid by:
- filing a FAFSA form
- not filing a FAFSA form (merit award)
- accepting or declining any loans that were offered on your financial aid award
- adding outside funded scholarships, etc.

Because all of the items referenced above can have an impact on your charges and financial aid, they are listed as “estimated”, meaning they could change from the time your first Course and Fee Statement is issued, and the time the semester actually begins. This listing shows examples of ways your charges and financial aid can be impacted and is not all inclusive.

If you have an amount in the “Balance Brought Forward” column of the Course and Fee Statement, it could mean you owe money from a previous semester ($1,520.00) or it could mean you have already paid toward an upcoming semester (-$1,520.00). This figure will calculate into the “Balance Due” column. A “Balance Brought Forward” may be subject to late fees and may also be subject to a due date separate from the “Payment Due” shown on the Course and Fee Statement. For clarification of balance brought forward, refer to previous billing statements under “View Bill” or “View Transactions”.

(9)
Stafford Loans (Subsidized and Unsubsidized) will require your signature of acceptance to guarantee the funds to Carroll University. To authorize those funds, students will need to access the government website [www.studentloans.gov](http://www.studentloans.gov). Other forms of loan funding will require signature authorizations unique to the particular type of loan borrowed. Please refer to the Financial Aid section of the website for specialized loan information.

There is a third page to the Course and Fee Statement (not shown in this example) detailing important information pertaining to ePAY, [myPAYPLAN](http://myPAYPLAN), Late Fees, Full-Time Undergraduate students enrolled in more than 19 credits, and [BookCHARGE](http://BookCHARGE). Please be sure to read this information carefully.
COURSE AND FEE STATEMENT – FALL SESSION 2019
PAYMENT DUE – 09/05/2019

Mr. PioStu Student
Student ID: __________________________
Amount Enclosed: __________________________

If you are mailing a payment please print this form and include the top portion with your payment. Make checks payable to Carroll University. Payments can also be made via ePAY at: https://my.carrollu.edu. VISA, MasterCard, American Express, Discover and eCHECK are accepted. A convenience fee will be added when using a debit or credit card to make payments on student account balances. Please read all of the information on the final page of this statement. For non-payment plan participants, a late fee in the amount of $40.00 will be assessed monthly on any overdue balance (overdue balance: unpaid balance that is over 30 days old) of $100.00 or greater. Payment plan participants will be charged a late fee of $40.00 per month if the scheduled monthly payment is not received by the due date.

ESTIMATED CHARGES

Tuition $16,040.00
Comprehensive Fee $385.00

Totals: $16,425.00

<table>
<thead>
<tr>
<th>Balance Brought Forward 09/01/2019</th>
<th>Estimated Charges</th>
<th>Estimated Aid</th>
<th>Balance Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>-$1,520.00</td>
<td>$16,425.00</td>
<td>-</td>
<td>$14,905.00</td>
</tr>
</tbody>
</table>

PLEASE NOTE: Amounts shown in the “Balance Brought Forward” column may be subject to “late fees”. Balances brought forward from previous semesters/sessions were due and payable on the due date indicated on the original billing statement for that semester or session. Balances shown in the “Balance Brought Forward” column are due and payable upon receipt of this statement. The due date shown on this Course and Fee Statement is for the current charges being billed for the semester/session indicated on the top portion of this Course and Fee Statement.

If you are receiving a loan, and the loan does not appear in the “Estimated Financial Aid” column, this might mean all of the necessary paperwork needed to obtain the loan has not been completed. Please contact the Financial Aid Office to verify loan status.
COURSE AND FEE STATEMENT – FALL SESSION 2019

Mr. PioStu Student

<table>
<thead>
<tr>
<th>Course</th>
<th>Section</th>
<th>Hours</th>
<th>Grade</th>
<th>Title</th>
<th>Time</th>
<th>Days</th>
<th>Bldg.</th>
<th>Rm</th>
</tr>
</thead>
<tbody>
<tr>
<td>HIS 108</td>
<td>A</td>
<td>4.0</td>
<td>LT</td>
<td>Understanding Our Contemporary World</td>
<td>10:40a</td>
<td>MWF</td>
<td>RK</td>
<td>301</td>
</tr>
<tr>
<td>ART211</td>
<td>A</td>
<td>1.0</td>
<td>LT</td>
<td>Gallery/Museum Experience</td>
<td>12:00p</td>
<td>T</td>
<td>HAC</td>
<td>108</td>
</tr>
<tr>
<td>GRC106</td>
<td>B</td>
<td>2.0</td>
<td>LT</td>
<td>Intro-Communication Technology</td>
<td>12:00p</td>
<td>R</td>
<td>HLGR</td>
<td>TC06</td>
</tr>
<tr>
<td>REL103</td>
<td>B</td>
<td>4.0</td>
<td>LT</td>
<td>Intro to the New Testament</td>
<td>6:00p</td>
<td>T-R</td>
<td>RK</td>
<td>201</td>
</tr>
<tr>
<td>GRC450</td>
<td>A</td>
<td>4.0</td>
<td>LT</td>
<td>Capstone-Projects for Graphic Communication</td>
<td>6:00p</td>
<td>W</td>
<td>HAC</td>
<td>126</td>
</tr>
<tr>
<td>COM208</td>
<td>A</td>
<td>4.0</td>
<td>LT</td>
<td>Introduction to Public Relations</td>
<td>6:00p</td>
<td>M</td>
<td>MN</td>
<td>206</td>
</tr>
</tbody>
</table>

TOTAL HOURS = 19.0

**CARROLL UNIVERSITY BUILDING CODES**

ED = Education Hall/Barstow Bldg.   BERG = Bergstrom Hall   CC = Campus Center
CGS = Center for Graduate Studies   HAC = Humphrey Center   KI = Kilgour
OT = Otteson Theatre               MC = MacAllister Hall   MN = Main
LI = Library                       HLGR = Hilger Hall (New Hall) PT = Physical Therapy
RK = Rankin                        SH = Shattuck           VO = Voorhees
GA = Ganfield Gymnasium            VM = Van Male Field House HA = Hastad Hall
SENT = Sentry Drive                VMN = Van Male Natatorium CH = Charles Street Hall
JA = Michael and Mary Jaharis Science Laboratories
The payment of tuition, fees and charges becomes the obligation of the student upon registration at Carroll University and are to be paid no later than the first day of the semester. “Credit and debit card transactions may be subject to a convenience fee. Please see “Convenience Fee” section of this booklet for a full description.” A student may attend classes, take examinations, and be entitled to the benefits of a fully registered student only when all charges have been paid or satisfactory financial arrangements have been approved by the Business Office.

Course and Fee statements will be available online at: https://my.carrollu.edu. Sign in with your username and password, click on “Student” > “Billing and Payment” > “View Bill”.

ePAY
Payments can be made online through ePAY at: https://my.carrollu.edu.

- Visa, MasterCard, American Express and Discover are accepted - convenience fee applies.
- eCheck – no convenience fee.
- Full or partial payments can be made any time before the due dates.
- For security reasons, credit or debit card payments cannot be accepted via telephone.
- International Students – may pay with foreign currency – options available online.

Payments will also be accepted through the mail or in person at the Carroll University Business Office. Acceptable methods of payment include cash or check at the Business Office cashier window. Debit and/or credit card payments on student account balances will not be accepted at the cashier window.

Late Fees in the amount of $40.00 will be assessed monthly on any overdue balance (overdue balance: unpaid balance that is over 30 days old) of $100.00 or greater.
FULL-TIME UNDERGRADUATE STUDENTS  
PAYMENT OPTIONS AND DUE DATES FOR 2019-2020

Payment Option One: Payment in full each semester on or before the due date.

Due dates for payment in full:
- Fall 2019  September 5, 2019
- Spring 2020  January 21, 2020

Payment Option Two: myPAYPLAN

myPAYPLAN is a monthly payment plan arrangement. There are three plans available each semester. Choose from a four, five or six-month plan each semester to cover the balance due on your student account after tuition, fees, late fees and other expenses have been offset with your financial aid and any down payment you may have made. Your monthly payment will be based on the total outstanding balance on your student account for the current semester. A $50.00 enrollment fee is associated with this option each semester. The enrollment fee is a non-refundable fee.

FALL PLANS AVAILABLE

Fall signup begins June 17, 2019.
- 6-month plan: July through December 2019.
- 5-month plan: August through December 2019.
- 4-month plan: September through December 2019.

Billing date is the 5th of each month. Due date is the 20th of each month.

A $50.00 enrollment fee is associated with this option each semester. The enrollment fee is a non-refundable fee.

SPRING PLANS AVAILABLE

Spring signup begins December 16, 2019.

If you participate in the fall 2019 myPAYPLAN and choose to enroll in the spring 2020 myPAYPLAN, access to spring 2020 enrollment will be blocked until your fall 2019 balance has been satisfied, and the fall program has been closed (approximately December 22, 2019).

- 6-month plan: January through June 2020.
- 4-month plan: February through May 2020.

A $50.00 enrollment fee is associated with this option each semester. The enrollment fee is a non-refundable fee.
Payment plan arrangements run by semester. If you were enrolled in a payment plan arrangement for fall 2019, you will need to **re-enroll** to participate in a payment plan arrangement for spring 2020.

If you enroll in a monthly payment plan after the scheduled billing date (scheduled billing date is the fifth day of July, August, September, October, November, December, January, February, March, April, May and June), the system will require payment of the $50.00 enrollment fee, a payment for the month in which you are enrolling (even though the due date is not until the twentieth of the month) as well as any past-due installments.

For example: On August 6, 2019 you decide that you would like to enroll in a six-month payment plan for fall. The six-month plan runs from July through December. Upon enrollment, the system will require payment of the $50.00 enrollment fee, the August scheduled installment and the past-due July scheduled installment - OR

On February 6, 2020 you decide that you would like to enroll in a six-month plan for spring. The six-month plan runs from January through June. Upon enrollment, the system will require payment of the $50.00 enrollment fee, the February scheduled installment and the past-due January scheduled installment.

*Monthly payment plan arrangements are subject to late fees. A late fee of $40.00 per month will be charged if the scheduled monthly payment is not received by the due date.

If you enroll in the “AutoPay” option associated with the myPAYPLAN arrangement, you will need to set up the “AutoPay” information **each semester**.

**STUDENTS** can enroll in a monthly myPAYPLAN at:

https://my.carrollu.edu

**Click on “Student” > Click on “Billing and Payment”**.
<table>
<thead>
<tr>
<th>Course</th>
<th>Per Credit Cost</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Auditing</td>
<td>$220</td>
<td></td>
</tr>
<tr>
<td>MBA tuition</td>
<td>$680</td>
<td></td>
</tr>
<tr>
<td>Education tuition</td>
<td>$560</td>
<td></td>
</tr>
<tr>
<td>Education – credit for work experience</td>
<td>$270</td>
<td></td>
</tr>
<tr>
<td>Education – Master’s of Art in Teaching</td>
<td>$18,000</td>
<td>(Cohort tuition: 4 semesters)</td>
</tr>
<tr>
<td>OCICU Education</td>
<td>$530</td>
<td></td>
</tr>
<tr>
<td>OCICU Software Engineering</td>
<td>$720</td>
<td></td>
</tr>
<tr>
<td>Exercise Physiology tuition</td>
<td>$590</td>
<td></td>
</tr>
<tr>
<td>Exercise Physiology Program fee</td>
<td>$630</td>
<td>(non-refundable)</td>
</tr>
<tr>
<td>Nursing</td>
<td>$690</td>
<td></td>
</tr>
<tr>
<td>Nursing Program fee</td>
<td>$200</td>
<td></td>
</tr>
<tr>
<td>Occupational Therapy tuition</td>
<td>$770</td>
<td></td>
</tr>
<tr>
<td>Occupational Therapy Program fee</td>
<td>$590</td>
<td></td>
</tr>
<tr>
<td>Orthopedic Technologist tuition</td>
<td>$420</td>
<td></td>
</tr>
<tr>
<td>Orthopedic Technologist Program fee</td>
<td>$530</td>
<td>(one time only)</td>
</tr>
<tr>
<td>Physical Therapy tuition</td>
<td>$820</td>
<td></td>
</tr>
<tr>
<td>Physical Therapy Professional Phase Program</td>
<td>$590</td>
<td>(per semester)</td>
</tr>
<tr>
<td>Physician Assistant tuition</td>
<td>$36,570</td>
<td>(YEAR 1)</td>
</tr>
<tr>
<td>Physician Assistant tuition</td>
<td>$35,460</td>
<td>(YEAR 2)</td>
</tr>
<tr>
<td>Physician Assistant Program fee</td>
<td>$1,450</td>
<td></td>
</tr>
<tr>
<td>Software Engineering tuition</td>
<td>$740</td>
<td></td>
</tr>
<tr>
<td>Software Engineering Program fee</td>
<td>$120</td>
<td></td>
</tr>
</tbody>
</table>
The payment of tuition, fees and charges becomes the obligation of the student upon registration at Carroll University and are to be paid no later than the first day of the semester. “Credit and debit card transactions may be subject to a convenience fee. Please see “Convenience Fee” section of this booklet for a full description.” A student may attend classes, take examinations, and be entitled to the benefits of a fully registered student only when all charges have been paid or satisfactory financial arrangements have been approved by the Business Office.

Course and Fee statements will be available online at https://my.carrollu.edu. Sign in with your username and password, click on “Student” > “Billing and Payments” > “View Bill”.

**ePAY**

Payments can be made online through ePAY at: https://my.carrollu.edu.

- Visa, MasterCard, American Express, and Discover are accepted – **convenience fee applies**.

- eCheck – **no convenience fee**.

- Full or partial payments can be made any time before the due dates.

- For security reasons, credit or debit card payments cannot be accepted via telephone.

- International Students – may pay with foreign currency – options available online.

Payments will also be accepted through the mail and in person at the Carroll University Business Office. Acceptable methods of payment include cash or check at the Business Office cashier window. Debit and/or credit card payments on student account balances will not be accepted.

Late Fees in the amount of $40.00 will be assessed monthly on any overdue balance (overdue balance: unpaid balance that is over 30 days old) of $100.00 or greater.
Payment Methods – continued

Payment Option One: Payment in full each semester on or before the due date.

Due dates for payment in full:
Fall 2019         September 5, 2019
Spring 2020      January 21, 2020

Payment Option Two: myPAYPLAN

myPAYPLAN is a monthly payment plan arrangement.

There are three plans available each semester. Choose from a four, five or six-month plan each semester to cover the balance due on your student account after tuition, fees, late fees and other expenses have been offset with your financial aid and any down payment you may have made. Your monthly payment will be based on the total outstanding balance on your student account for the current semester. A $50.00 enrollment fee is associated with this option each semester. The enrollment fee is a non-refundable fee.
Payment Methods – continued

FALL PLANS AVAILABLE

Fall signup begins June 17, 2019

- 6-month plan: July through December 2019.
- 5-month plan: August through December 2019.
- 4-month plan: September through December 2019.

Billing date is the 5th of each month. Due date is the 20th of each month.

A $50.00 enrollment fee is associated with this option each semester. The enrollment fee is a non-refundable fee.

SPRING PLANS AVAILABLE

If you participate in the fall 2019 myPAYPLAN and choose to enroll in the spring 2020 myPAYPLAN, spring signup begins December 16, 2019. Access to spring 2020 enrollment will be blocked until your fall 2019 balance has been satisfied, and the fall program has been closed (approximately December 22, 2019).

- 6-month plan: January through June 2020
- 5-month plan: February through June 2020
- 4-month plan: February through May 2020

A $50.00 enrollment fee is associated with this option each semester. The enrollment fee is a non-refundable fee.

Payment plan arrangements run by semester. If you were enrolled in a payment plan arrangement for fall 2019, you will need to re-enroll to participate in a payment plan arrangement for spring 2020.

If you enroll in a monthly payment plan after the scheduled billing date (scheduled billing date is the fifth of July, August, September, October, November, December, January, February, March, April, May and June), the system will require payment of the $50 enrollment fee, a payment for the month in which you are enrolling (even though the due date is not until the twentieth of the month) as well as any past-due installments.
For example: On August 6, 2019 you decide that you would like to enroll in a six-month payment plan for fall. The six-month plan runs from July through December. Upon enrollment, the system will require payment of the $50.00 enrollment fee, the August scheduled installment and the past-due July scheduled installment - OR

On February 6, 2020 you decide that you would like to enroll in a six-month plan for spring. The six-month plan runs from January through June. Upon enrollment, the system will require payment of the $50.00 enrollment fee, the February scheduled installment and the past-due January scheduled installment.

*Monthly payment plan arrangements are subject to late fees. A late fee of $40.00 per month will be charged if the scheduled monthly payment is not received by the due date.

If you enroll in the “AutoPay” option associated with the myPAYPLAN arrangement, you will need to set up the “AutoPay” information each semester.

STUDENTS can enroll in a monthly myPAYPLAN at: https://my.carrollu.edu. Click on “Student” > Click on “Billing and Payment”.

Payment Option Three:

- Provide a letter of company sponsorship and/or third-party billing to the Carroll University Business Office on or before the first day of the semester. This letter must confirm payment in full regardless of the student’s performance in the course. Please contact Judy Edlhuber at (262) 524-7698 for information.

Payment Option Four:

- Provide a letter to the Carroll University Business Office on or before the first day of the semester from your employer verifying reimbursement. Students will be required to sign a payment plan agreement. Payment for fall 2019 will be due in full by January 6, 2020. If the fall 2019 payment under this option is not received by January 6, 2020 a late fee in the amount of $40.00 will be assessed monthly on any balance of $100.00 or greater. Payment for spring 2020 will be due in full by May 25, 2020. If the spring 2020 payment under this option is not received by May 25, 2020 a late fee in the amount of $40.00 will be assessed monthly on any balance of $100.00 or greater.

Please contact Judy Edlhuber at (262) 524-7698 or jedl@carrollu.edu for information regarding this option.
CARROLL UNIVERSITY

INTERNATIONAL STUDENTS
PAYMENT OPTIONS AND DUE DATES FOR 2019 - 2020

Payment Option One: Payment in full each semester on or before the due date.

**Due dates for payment in full:**
- Fall 2019: September 5, 2019
- Spring 2020: January 21, 2020

Payment Option Two: myPAYPLAN

myPAYPLAN monthly payment plan arrangement. There are three plans available each semester. Choose from a four, five or six-month plan each semester to cover the balance due on your student account after tuition, fees, late fees and other expenses have been offset with your financial aid and any down payment you may have made. Your monthly payment will be based on the total outstanding balance on your student account for the current semester. A $50.00 enrollment fee is associated with this option each semester. **The enrollment fee is a non-refundable fee.**

**FALL PLANS AVAILABLE**

Fall signup begins June 17, 2019

- 6-month plan: July through December 2019
- 5-month plan: August through December 2019
- 4-month plan: September through December 2019

**Billing date is the 5th of each month. Due date is the 20th of each month.**

A $50.00 enrollment fee is associated with this option each semester. The enrollment fee is a non-refundable fee.
Spring signup begins December 16, 2019

If you participate in the fall 2019 myPAYPLAN and choose to enroll in the spring 2020 myPAYPLAN, access to spring 2020 enrollment will be blocked until your fall 2019 balance has been satisfied, and the fall program has been closed (approximately December 22, 2019).

- 6-month plan: January through June 2020
- 5-month plan: February through June 2020
- 4-month plan: February through May 2020

A $50.00 enrollment fee is associated with this option each semester. The enrollment fee is a non-refundable fee.

Payment plan arrangements run by semester. If you were enrolled in a payment plan arrangement for fall 2019, you will need to re-enroll to participate in a payment plan arrangement for spring 2020.

If you enroll in a monthly payment plan after the scheduled billing date (scheduled billing date is the fifth day of July, August, September, October, November, December, January, February, March, April, May and June), the system will require payment of the $50.00 enrollment fee, a payment for the month in which you are enrolling (even though the due date is not until the twentieth of the month) as well as any past-due installments.

For example: On August 6, 2019 you decide that you would like to enroll in a six-month payment plan for fall. The six-month plan runs from July through December. Upon enrollment, the system will require payment of the $50.00 enrollment fee, the August scheduled installment and the past-due July scheduled installment - OR

On February 6, 2020 you decide that you would like to enroll in a six-month plan for spring. The six-month plan runs from January through June. Upon enrollment, the system will require payment of the $50.00 enrollment fee, the February scheduled installment and the past-due January scheduled installment.

*Monthly payment plan arrangements are subject to late fees. A late fee of $40.00 per month will be charged if the scheduled monthly payment is not received by the due date.

If you enroll in the “AutoPay” option associated with the myPAYPLAN arrangement, you will need to set up the “AutoPay” information each semester.

STUDENTS can enroll in a monthly myPAYPLAN at: https://my.carrollu.edu.

Click on “Student” > Click on “Billing and Payment”.

(24)
Payment Methods – continued

Through CASHNet, International students have the option of paying Carroll University tuition and fee charges in the currency of their home country. In the ePAYMENT site, a “Pay with Foreign Currency” option will appear on the payment method screen.

After “Pay with Foreign Currency” is selected, a screen appears allowing the student to make his/her currency selection, and displays the current exchange rate.

INTERNATIONAL STUDENT PAYMENT OPTIONS

After entering the required information, agreeing to the terms and conditions, and clicking on the “Continue Checkout” button, a confirmation screen appears. This screen allows the student to review his/her selections, and informs the student the payment will not be complete until he/she instructs his/her bank to transfer the appropriate funds, at the quoted conversion rate, which is only guaranteed for 72 hours.

The student proceeds by clicking on the “Submit Payment” button which results in a screen that reads “Transaction Approved”. This screen instructs the student to print the important instructions that must be provided to the student’s bank to actually initiate the transfer of funds.

Payment Instructions:

Step 1: Log into your student account

https://my.carrollu.edu

Sign in using your student username and password

Click on the “Student” tab

Click on “Billing and Payment”

Select “Make a Payment”
**Payment Instructions** – continued

Step 2: Select the items you wish to pay

Step 3: Select pay with foreign currency

---

**Student Account Online**

**Student Name**

Select Payment Method

- Pay by credit card. A 2.75% non-refundable convenience fee will be charged.
- Pay by eCheck. Enter bank account and routing number to debit a checking or savings.
- Pay with foreign currency through Western Union or T wire transfer. What is this?

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**Step 4: Get quote**

- Select the country that you are initiating the payment from
- Select a foreign payment currency (i.e. Select your home currency. Example, Germany your home currency is Euro, China is CNY, UK is GBP, Canada is CAD, etc.)
- The quote for the foreign currency total will display
- Enter the remitter’s name and e-mail address; this is where you will receive the payment quote

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**Student Account Online**

**Student Name**

Enter foreign currency information. Read Terms & Conditions for instructions. Be prepared to print a document or save as pdf for printing later.

<table>
<thead>
<tr>
<th>Country</th>
<th>India</th>
</tr>
</thead>
<tbody>
<tr>
<td>Currency</td>
<td>INR - Indian Rupee</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Base Currency</th>
<th>Rate</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>USD</td>
<td>1.00</td>
<td>70.60</td>
</tr>
<tr>
<td>INR</td>
<td>70.60</td>
<td>1,000.00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Remitter Name</th>
<th>Email Address</th>
</tr>
</thead>
</table>

Terms & Conditions

- The following screens will provide you with instructions for sending a wire transfer payment to [via Western Union].
- The final screen will be a document that you must print and submit to your bank to initiate the wire transfer.
- The document will provide instructions for your bank to send

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You will be able to review this transaction before it is final.

Continue Checkout
Payment Instructions—continued

- Mark the checkbox to indicate you have read the informational box

- Click Continue Checkout

Step 5: Obtain your payment instructions and complete payment online or at your local bank

Student Account Online

Receipt Number:
Customer: ePayment
Current Date: 07/23/2016
Business Date: 07/25/2016

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Balance</td>
<td>$21,401.25</td>
</tr>
</tbody>
</table>

**Total** $21,401.25

Payments Received

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$21,401.25</td>
</tr>
</tbody>
</table>

**Total** $21,401.25

NEXT STEP: Click here to print the wire transfer instructions. IMPORTANT! You must submit these instructions to your bank within 72 hours to initiate the payment.

Selected Currency: Chinese Renminbi Yuan
Selected Country: China
Foreign Currency Total: CNY 151,653.54
Student Name:
Remitter Name:

Thank you for the payment.

[Email Another Receipt]
[View Printable Receipt]

- Your local bank will transfer the funds to Western Union Business Solutions local bank

- Western Union Solutions will transfer US dollars to your school once the funds settle (allow 2-5 business days)
What are “convenience fees” and how do they affect various forms of payments I make with the Business Office?

**Convenience Fees**

Online credit/debit card payments on student accounts are subject to a “convenience fee” that is an additional cost.

**Frequently Asked Questions:**

Can I pay the balance on my student account online?

Yes, you can pay the balance of your student account online using a debit card, credit card or electronic check (eCheck).

Is there a fee for using credit or debit cards for student account payments?

Yes, credit and debit card payments on student accounts will incur a convenience fee. To avoid the fee, use the eCheck option.

Who receives the funds collected from the convenience fees?

The convenience fee is charged by a third-party processor, SmartPay. Carroll University does not receive any part of the convenience fee.

Will the convenience fee show up on my student account statement?

No, the fee will not be reflected on the student account statement because it is not intended to apply to the account balance. The convenience fee will be reflected on your credit card statement. Depending on the type of credit card you use, the fee may be shown separately or it may be combined with the student account payment.

I made a payment on my student account. When will the payment show up?

The payment will show up on the student account shortly after the transaction is complete. This may take just a few minutes to update.

Will a convenience fee be charged on payment plan payments?

If you are enrolled in a payment plan and you choose to pay with a credit or debit card, the convenience fee will be assessed. You can avoid the fee by choosing to pay with eCheck (ACH) or paper check.

Will the convenience fee be charged for books?

If books are purchased using the BOOKCHARGE option and charged to the student’s account, and payment is made to the student’s account with a credit or debit card, the fee would apply. You can avoid the fee by choosing to pay with eCheck (ACH). Charges made on a credit/debit card at the campus bookstore are covered by the bookstore’s credit/debit card policy.
How will the convenience fee show up on my credit card statement?

Depending on the type of credit card you use, the fee may be shown separately or it may be combined with the student account payment and shown as a single transaction.

Do other universities charge convenience fees for credit card payments?

Yes, it is common for universities to use a third-party processor that assesses convenience fees on student account payments.

Is the convenience fee refundable?

The fee is non-refundable, even if the payment is canceled, refunded, credited or charged back.

Can I pay my student account using a credit or debit card at the Business Office?

All card payments on student accounts must go through the third-party processor. The Business Office “Cashier” windows do not accept credit or debit card payments on student accounts. However, a computer for online payments is available for customer use in the Business Office.

What about other payments not on student accounts?

The convenience fee applies to all credit and debit card payments on student accounts. Payments for charges such as enrollment deposits, donations, and theatre tickets are not student account balances and would not incur a fee.

How can I avoid paying the convenience fee?

The following payment methods will not incur a convenience fee:

- eCheck – This is an ACH transfer from your bank account that can be processed online. Login at https://my.carrollu.edu and choose a selection under Make a Payment. You will need to log in as a student or authorized user. A student can invite others, such as a parent, to be an authorized user. After logging in, you will be prompted to choose a payment method. Select the box marked electronic check. You will need your bank account and routing number.
Convenience Fees – continued

- Paper checks and money orders - Paper checks or money orders can be mailed to the Carroll University Business Office (100 N. East Avenue, Waukesha, WI 53186) or dropped off at the Business Office cashier window during regular business hours Monday through Friday, 8:30 a.m. – 4:00 p.m. **Checks should be made payable to: Carroll University.**

- Cash – cash is accepted at the Business Office cashier window during regular business hours Monday through Friday, 8:30 a.m. – 4:00 p.m.

Can I make a credit/debit card payment over the phone?
*The university does not accept credit or debit card payments over the phone, for security and confidentiality reasons.*

Why is the convenience fee 2.75% and more for international payments?
*The percentage is established by our third-party card processor to cover card transaction fees assessed by the various card processing companies.*

Will Carroll University accept credit/debit card payments for non-student account charges?

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*Yes, the university will accept credit and debit card payments without a convenience fee for non-student account payments, such as enrollment deposits, donations, athletic and theatre tickets and alumni events.*
**eBILL**

Students will be notified when electronic billing statements (eBILL) are available for viewing by e-mail to their pio.carrollu.edu e-mail address.

View Bills and Information relating to your student account at: https://my.carrollu.edu. Click on “Student” > Click on “Billing and Payment”; under ePAY Click on “View Bill”.

Late Fees in the amount of $40.00 will be assessed monthly on any overdue balance (overdue balance: balance older than 30 days) of $100.00 or greater.

**PARENTS AND OTHER AUTHORIZED USER DESIGNATION AND SETUP**

Students may create a Parent username and password to allow parents, guardians and other authorized users to view eBILLS and to make ePAYMENTS.

To set up this authorization, students should sign in to: https://my.carrollu.edu. Click on “Student” > “Billing and Payment” Click on > “Add Parent/Authorized User”.

- Enter a parent/authorized username
- Enter a parent/authorized user e-mail address

The parent or authorized user will receive a password through the e-mail address provided by the student.

A username and password must be created and in place before the parent or authorized user can attempt to use it.

Once this has been completed, and a user password has been received, the parent or authorized user will be able to access eBILL and ePAY at: https://my.carrollu.edu.

**NOTE TO STUDENTS** The “authorized user” set-up will allow parents and/or others, designated by the student, to view bills and pay student account balances online.
To allow the Financial Aid Office and the Business Office to speak with your parent or authorized user, you will need to complete a “FERPA” (Family Education Rights and Privacy Act) waiver. Without a FERPA form, we are legally prohibited from releasing your financial information to anyone but you.

**Financial Aid/Business Office FERPA Waiver:**

Access the FERPA waiver form @ [https://my.carrollu.edu](https://my.carrollu.edu):

Sign in with your student username and password  
Click on the “Student” tab  
Click on “Financial Aid”  
Click on “FERPA” Waiver  
Click on “ADD NEW”  
Complete and “Submit”

For business office purposes, the FERPA authorization is negated once a student is no longer registered at Carroll University.

**NOTE:** A separate FERPA form is required by the Registrar’s Office. For information regarding this FERPA waiver, go to: [https://my.carrollu.edu](https://my.carrollu.edu):

**Registrar’s Office FERPA Waiver:**

Sign in with your student username and password  
Click on the “Student” tab  
Click on “Advising and Registration”  
Click on “Academics and Registration”  
Under “Academics” column, select: FERPA  
Select “Add New”  
Complete and “Submit”
The Carroll University Statement of Financial Responsibility, Student Payment Agreement and Disclosure Statement outlines the terms and conditions covering your financial obligation to the university for as long as you have an outstanding balance on your student account. These terms operate in conjunction with, and in addition to, other tuition payment and/or housing agreements, including myPAYPLAN monthly payment plans. The university may modify the terms and conditions of this agreement, prior to registration for any semester, by sending written notice to your billing address. You are responsible for providing the Business Office with a current billing address and telephone number.

All Carroll University students are asked to agree to the Carroll University Statement of Financial Responsibility, Student Payment Agreement and Disclosure Statement by electronically signing the agreement at: https://my.carrollu.edu.

- Sign in using your student username and password
- Click on the “Student” tab
- Click on “MyInfo”
- Click on “Carroll University Statement of Financial Responsibility, Student Payment Agreement and Disclosure Statement”

By electronically signing this document, you are certifying that you have read and agree to the policies and procedures in the Carroll University 2019 - 2020 Student Handbook and the terms of the Carroll University Statement of Financial Responsibility, Student Payment Agreement and Disclosure Statement.

A “sample” copy of the Carroll University Statement of Financial Responsibility, Student Payment Agreement and Disclosure Statement is displayed on the following page.
These terms and conditions will cover your obligation to the university for as long as you have an outstanding balance on your account. These terms operate in conjunction with, and in addition to, other tuition payment and/or housing agreements, including myPAYPLAN monthly payment plans. The university may modify the terms and conditions of this agreement, prior to registration for any semester by sending written notice to your billing address. You are responsible for providing the Business Office with a current billing address and phone number.

Billing: You will receive a notice of a monthly statement with the amount owing designated as current balance. Payment on the account is due within the next calendar month. Payments, credits and charges will be reflected on the following monthly statement. In case of ERRORS or INQUIRIES about your bill, send a written inquiry to the Business Office, Carroll University, 100 N. East Avenue, Waukesha, WI 53186 and include student name, and a description of why you believe that statement is in error. You remain obligated to pay the parts of the bill not in dispute, but you do not have to pay any amount in dispute until such time as the university has either corrected the error or explained why the university believes that the bill was correct. During the same time, the university may or may not take any action to collect disputed amounts or reported disputed amounts as delinquent. You may call the Business Office for an explanation, but if you are not satisfied, your notice in writing must reach the university within 60 days after the monthly statement was sent in order to preserve your rights under the Truth-in-Lending Act.

Past Due Amounts: Late Fees in the amount of $40.00 will be assessed monthly on any overdue balance (overdue balance: unpaid balance that is over 30 days old) of $100.00 or greater. Past due accounts occur when the payment terms on your account have not been met. The university has the right to take steps to collect past due amounts including, but not limited to, the following: prohibiting the student from scheduling classes for the following semester; withholding course credits; academic transcripts and diploma until the balance is paid; turning over the student’s account to a collection agency; and taking legal action. By enrolling in a payment plan, the student authorizes the university to release financial information about his/her account to those concerned with collecting the balance owing. If the university incurs any expense in collecting the student’s account, the student shall pay all the university’s cost of collection. This includes, but is not limited to, a collection agency fee which may be based on a percentage at a maximum of 30% of the debt, and/or reasonable attorney’s fees. A collection agency acting on behalf of the university may contact students regarding any outstanding balance by means of an automated calling system or a pre-recorded message at any telephone number associated with the student’s account, including wireless telephone numbers.

Use of Financial Aid Funds: Electronically signing this document will authorize the use of financial aid funds, and/or Title IV financial aid funds, to pay for non-education charges including, but not limited to, library fines, parking fines, damage charges, student service fees, athletic charges, housing cancellation fees, and conduct fines assessed to your account. You may rescind this authorization at any time with written notice to the Carroll University Business Office.

Payment Options: Information about the university’s payment options, including monthly payment plans (myPAYPLAN), can be found at: http://www.carrollu.edu/campus/businessoffice/payment_methods.asp. Enrollment in myPAYPLAN is an extension of credit and subject to additional terms and conditions.

By electronically signing this document, I certify that I have read and agree to the policies and procedures in the Carroll University 2019 - 2020 Student Handbook and the terms of the Carroll University Statement of Financial Responsibility, Student Payment Agreement and Disclosure Statement.
Year-end 1098-T

An IRS form 1098-T, Tuition Statement, is used to help figure education credits (and potentially, the tuition and fees deduction) for qualified tuition and related expenses paid during the tax year.

Carroll University offers the IRS Form 1098-T online. To sign up for this option, please go to: https://my.carrollu.edu:

Sign in with your student username and password
Click on the “Student” tab
Click on “Billing and Payment”
Click on “1098-T”
Sign up for electronic 1098-T

IRS form 1098-T reports information regarding students enrolled in postsecondary education as mandated by the federal government. This form is also submitted to the Internal Revenue Service.

Per a change in IRS regulations, eligible educational institutions will complete Box 1 of IRS form 1098T. Box 1 reports “payments received” for qualified tuition and related expenses. In the past, Carroll University reported amounts “billed” for qualified tuition and related expenses in Box 2 of IRS form 1098-T.

You may view your account history by signing in at: https://my.carrollu.edu:

Sign in using your student username and password
Click on the “Student Tab”
Click on “Billing and Payment”
Under eBILL, click on “View Transactions”

For information regarding the education tax credits, please visit the IRS website at: www.irs.gov. You may also wish to consult your tax preparer.

SPECIFIC INFORMATION RELATED TO CARROLL UNIVERSITY

What is an academic term?

Each of the following is considered an academic term at Carroll:
- Fall Semester
- Spring Semester
- Summer (all three sessions make up one term)
What is considered “at least half-time” enrollment?

Carroll considers an undergraduate student who enrolls for at least six (6) credits in an academic term to be enrolled “at least half-time.”

Carroll considers a graduate student who enrolls for at least three (3) credits in an academic term to be enrolled “at least half-time”.

How are payments applied to a Carroll student account?

Amounts are credited to a student account in the following manner:

1. Financial Aid, in the form of grants and scholarships, is credited to a student’s account first and will be applied in the following order:
   - Tuition
   - Program fees
   - Other fees: (Comprehensive fee, Activity fee, Completion fee, Orientation fee)
   - Board fees
   - Room fees

2. Cash payments (other than student loans) are first applied to fines and incidental charges.

3. All remaining cash payments and loan proceeds are applied to any remaining charges in the following order:
   - Tuition
   - Program fees
   - Other fees: (Comprehensive fee, Activity fee, Completion fee, Orientation fee)
   - Board fees
   - Room fees

This information is provided by the Carroll University Business Office – (262) 524-7337.
Students who wish to use BOOKCHARGE are required to sign the BOOKCHARGE Agreement form.

BOOKCHARGE allows students to charge textbooks and supplies, up to $750 each semester, directly to their student account. Any fees you incur for not returning a rental textbook will be charged to the credit card on file with “Barnes & Noble” and not your student account.

The cost of textbooks varies. It is estimated that a student spends an average of $1,126.00 per year for books.

BOOKCHARGE is available to currently enrolled students (graduate, undergraduate, full-time, part-time) who have a PiONEer Card and have no holds on their student account.

When is BOOKCHARGE available and how does it work?

BOOKCHARGE is available for the summer 2019 session beginning April 11, 2019 through July 29, 2019, the fall 2019 semester from August 8, 2019 through September 19, 2019 and for the spring 2020 semester from December 5, 2019 through February 4, 2020. Students who wish to use BOOKCHARGE are required to sign the BOOKCHARGE Agreement form.

What types of purchases are covered by BOOKCHARGE?

BOOKCHARGE can be used to charge textbooks and supplies, including rental textbooks, up to $750.00 each semester directly to their student account.

How am I charged for BOOKCHARGE purchases?

Be responsible about your purchases. BOOKCHARGE purchases will be reflected on your student account and will be billed to you on the next billing statement. As with other charges to your student account, unpaid bookstore charges may result in late fees, registration and transcript holds.

Can my Financial Aid be used toward my BOOKCHARGE purchases?

Yes, by using BOOKCHARGE, you authorize the use of financial aid funds, including Title IV financial aid funds, to pay for bookstore charges assessed against your student account.
BOOKCHARGE - continued

Download a PDF “sample” copy of the Carroll University BOOKCHARGE Agreement.

BOOKCHARGE form:

Log into the portal at: https://my.carrollu.edu/ICS/Student/My_Info.jnz to complete and submit the BOOKCHARGE form online.

BOOKCHARGE allows students to charge textbooks and supplies, including rental textbooks, up to $750.00 each semester, directly to their student account on the following terms and conditions. BOOKCHARGE is available 20 business days prior to the start of the semester and ends 10 business days after the semester begins, to currently enrolled students (graduate, undergraduate, full-time or part-time) who have a PiONEer Card, and have no holds on their student account. Any fees you incur for not returning a rental textbook will be charged to the credit card on file with “Barnes & Noble”, and not to your student account.

BOOKCHARGE purchases will be reflected on your student account on the next billing statement. As with other charges to your student account, unpaid bookstore charges might result in late fees, registration and transcript holds. In addition, the University has the right to take steps to collect past due amounts, including, but not limited to, the following: prohibiting registration for the following semester; withholding course credits; academic transcripts and diploma until the balance is paid; turning over your account for collections or legal action. You authorize the University to release financial information about you and your account to those concerned with collecting the balance owing. If the University incurs any expenses in collecting your account, you agree to pay all the University's cost of collection. This includes, but is not limited to, a collection agency fee which may be based on a percentage at a maximum of 30% of the debt, and/or reasonable attorney's fees. A collection agency acting on behalf of the University may contact you regarding any outstanding balance by means of an automated calling system or a pre-recorded message at any telephone number associated with your student account, including wireless telephone numbers.

By using BOOKCHARGE, you authorize the use of financial aid funds, including Title IV financial aid funds, to pay for bookstore charges assessed against your student account. You may rescind this authorization at any time by submitting written notice to the Carroll University Business Office; if you do so, you will no longer be eligible to use BOOKCHARGE.

Student ID

Signed

(38)
(Refund policy - fall, winter, spring semesters)  
2019 - 2020 School Year

Full-time status is determined at the end of the first week of classes on the date indicated in the calendar as the last date to add classes. A full-time student who drops below 12 credits after this date will continue to be billed at full-time rates unless the student withdraws from the university.

Students with federal aid who withdraw from the university will have their Title IV aid recalculated in accordance with guidelines established by the U.S. Department of Education derived from the October 7, 1998 Reauthorization of the Higher Education Act. Details of this policy can be found in the Carroll University catalog.

Tuition Adjustments

- Full or part-time students who withdraw from the university may be eligible for a tuition refund.
- Part-time students who drop courses may be eligible for a tuition adjustment.

WITHDRAWAL POLICY

Students withdrawing from the university must complete an official withdrawal form with the Office of Student Success. If a student is not able to visit the office (due to illness, emergency, etc.) they may contact the Office of Student Success, located in the lower level of Voorhees Hall, at (262) 524-7360 to communicate their intent.

- Jeff McNamara – Voorhees B11
  - 262.524.7360
- Susie Foster – Van Male
- Hannah Kannal – Voorhees B12
  - 262.524.7442
Withdrawal Policy – continued

A student who withdraws from the university may be eligible for a refund. The amount of the refund is determined by the student’s withdrawal date and the charges on the student’s account. The refund is calculated using two formulas: Carroll University’s refund policy; and the Federal/State refund policy.

The actual refund is calculated based on factors such as date of withdrawal, housing/foodservice charges and other miscellaneous charges such as library fines. A worksheet is available in the Financial Aid Office for students who would like to estimate their withdrawal refund.

### TUITION REFUND POLICY

#### REFUND POLICY/SCHEDULE-FALL 2019

**Add/Drop Courses**

All students adding or dropping a course may do so in writing through the Registrar’s Office. Refunds are based on the date of the postmark of withdrawals sent by mail, on the receipt date of withdrawals faxed, and on the date of delivery of those brought in personally to the Registrar’s Office. If a class is cancelled due to lack of enrollment, students registered for that class will be given a full refund. The refund policy is listed below. For part-time students, the last day to drop a class and receive a partial refund for the fall session is October 7, 2019.

**Tuition Refunds**

**Financial Aid Refund – Full-time Students:**

Students will be considered full-time for the fall 2019 semester if they are registered for 12 to 19 credits as of 4:00 p.m. on September 12, 2019. No refunds for tuition and fees will be made to the account of full-time students who drop below 12 credits after September 12, 2019.

Students with federal aid who withdraw from the university will have their Title IV aid recalculated in accordance with guidelines established by the U.S. Department of Education derived from the October 7, 1998 Reauthorization of the Higher Education Act. Details of this policy can be found in the catalog.

<table>
<thead>
<tr>
<th>Percent of Refund</th>
<th>Withdrawal Date (on or before)</th>
</tr>
</thead>
<tbody>
<tr>
<td>100%</td>
<td>September 4, 2019</td>
</tr>
<tr>
<td>80%</td>
<td>September 16, 2019</td>
</tr>
<tr>
<td>60%</td>
<td>September 23, 2019</td>
</tr>
<tr>
<td>40%</td>
<td>September 30, 2019</td>
</tr>
<tr>
<td>20%</td>
<td>October 7, 2019</td>
</tr>
<tr>
<td>0%</td>
<td>October 8, 2019 (on or after)</td>
</tr>
</tbody>
</table>
Refunds of room and board fees are available if a resident student officially withdraws from the University. The amount is determined by the refund calculations listed above or, in the case of board fees, actual use, whichever is greater.

### Specially timed courses have the following refund schedule:

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Refund Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>100%</td>
<td>before the first day of class</td>
</tr>
<tr>
<td>75%</td>
<td>before the second day of class</td>
</tr>
<tr>
<td>25%</td>
<td>before the third day of class</td>
</tr>
<tr>
<td>0%</td>
<td>the third day of class or after</td>
</tr>
</tbody>
</table>

All refunds will be reduced by a 5% administrative fee (not to exceed $100).

Courses in the Carroll Online Consortium (OCICU) have a separate refund schedule. To verify the refund date for a particular OCICU course you have registered for, check the section comments of that course for refund details. Each course will follow its own refund schedule.

### Financial Aid Refund – Part-time Students

Part-time student’s federal or state financial aid will be adjusted to reflect the number of credits for which you are enrolled on September 12, 2019. If your enrollment is for fewer than six (6) credits on this date, you may not be eligible for any financial aid.

Although the Financial Aid Census date (adjustment date for financial aid) is one week after the semester begins, Carroll University is required by federal law to review any students who received the Federal Pell Grant. Under federal regulations, students can only receive Federal Pell Grants for the classes they attended. The regulation states the following: If a student begins attending some but not all of his or her classes, the Financial Aid Office will have to recalculate the student’s Pell Grant award based on the student’s actual enrollment status. Therefore, if you receive a Federal Pell Grant, Carroll University will review your enrollment status throughout the semester.
REFUND POLICY/SCHEDULE WINTER 2020

Tuition Refunds

<table>
<thead>
<tr>
<th>Credits</th>
<th>Percent of Refund</th>
<th>Withdrawal Date (on or before)</th>
</tr>
</thead>
<tbody>
<tr>
<td>3 or 4</td>
<td>100%</td>
<td>January 1, 2020</td>
</tr>
<tr>
<td>3 or 4</td>
<td>75%</td>
<td>January 3, 2020</td>
</tr>
<tr>
<td>3 or 4</td>
<td>50%</td>
<td>January 7, 2020</td>
</tr>
<tr>
<td>2</td>
<td>100%</td>
<td>January 1, 2020</td>
</tr>
<tr>
<td>2</td>
<td>75%</td>
<td>January 3, 2020</td>
</tr>
<tr>
<td>1*</td>
<td>100%</td>
<td>before the first day of class</td>
</tr>
<tr>
<td>1*</td>
<td>50%</td>
<td>before the second day of class</td>
</tr>
</tbody>
</table>

* And specially timed courses.

There will be no refunds after the dates listed above. All refunds will be reduced by a 5% administrative fee (not to exceed $100).

REFUND POLICY/SCHEDULE SPRING 2020

Add/Drop Courses

All students adding or dropping a course may do so in writing through the Registrar’s Office. Refunds are based on the date of the postmark of withdrawals sent by mail, on the receipt date of withdrawals faxed, and on the date of delivery of those brought in personally to the Registrar’s Office. If a class is cancelled due to lack of enrollment, students registered for that class will be given a full refund. The refund policy is listed below. For part-time students, the last day to drop a class and receive a partial refund for the spring session is February 24, 2020.

Tuition Refunds

Students will be considered full-time for the spring 2020 semester if they are registered for 12 to 19 credits as of 4:00 p.m. on January 28, 2020. No refunds for tuition and fees will be made to the account of full-time students who drop below 12 credits after January 28, 2020.

Students with federal aid who withdraw from the university will have their Title IV aid recalculated in accordance with the guidelines established by the U.S. Department of Education derived from the October 7, 1998 Reauthorization of the Higher Education Act. Details of this policy can be found in the Carroll University catalog.
Refund Policy - continued

<table>
<thead>
<tr>
<th>Percent of Refund</th>
<th>Withdrawal Date (on or before)</th>
</tr>
</thead>
<tbody>
<tr>
<td>100%</td>
<td>January 20, 2020</td>
</tr>
<tr>
<td>80%</td>
<td>February 3, 2020</td>
</tr>
<tr>
<td>60%</td>
<td>February 10, 2020</td>
</tr>
<tr>
<td>40%</td>
<td>February 17, 2020</td>
</tr>
<tr>
<td>20%</td>
<td>February 24, 2020</td>
</tr>
<tr>
<td>0%</td>
<td>February 25, 2020 (on or after)</td>
</tr>
</tbody>
</table>

Refunds of room and board fees are available if a resident student officially withdraws from the University. The amount is determined by the refund calculations listed above or, in the case of board fees, actual use, whichever is greater.

**Specially timed courses have the following refund schedule:**

<table>
<thead>
<tr>
<th>Percent of Refund</th>
<th>Refund Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>100%</td>
<td>before the first day of class</td>
</tr>
<tr>
<td>75%</td>
<td>before the second day of class</td>
</tr>
<tr>
<td>25%</td>
<td>before the third day of class</td>
</tr>
<tr>
<td>0%</td>
<td>the third day of class or after</td>
</tr>
</tbody>
</table>

All refunds will be reduced by a 5% administrative fee (not to exceed $100).

Courses in the Carroll Online Consortium (OCICU) have a separate refund schedule. To verify the refund date for a particular OCICU course you have registered for, check the section comments of the course for refund details. Each course will follow its own refund schedule.

**Financial Aid Refund – Part-time Students**

Part-time student’s federal or state financial aid will be adjusted to reflect the number of credits for which you are enrolled on January 28, 2020. If your enrollment is for fewer than six (6) credits on this date, you may not be eligible for any financial aid.

Although the Financial Aid Census date (adjustment date for financial aid) is one week after the semester begins, Carroll University is required by federal law to review any students who received the Federal Pell Grant. Under federal regulations, students can only receive Federal Pell Grants for the classes they attended. The regulation states the following: If a student begins attending some but not all of his or her classes, the Financial Aid Office will have to recalculate the student’s Pell Grant award based on the student’s actual enrollment status. Therefore, if you receive a Federal Pell Grant, Carroll University will review your enrollment status throughout the semester.
The Department of Public Safety, located at 208 Wright Street, serves students, families and community members 24 hours a day. Please take a minute to explore their webpage at: www.carrollu.edu/campus/safety.

The Department of Public Safety webpage will address parking, permits, general transportation, applications and more. After reviewing the site, if you have further questions, please feel free to contact the Department of Public Safety Office at (262) 524-7300.
Once you have been assigned a specific campus employment position, you will need to complete tax forms with the Carroll University Business Office prior to starting your job. All forms required for campus employment are available in the Business Office.

- If you are under 16 years of age at the time you begin work, you will need a work permit. The Carroll University Business Office can help you compile the information you will need to obtain the permit and can provide directions to a nearby Waukesha business, LaCasa, who will issue the permit.

- Complete **Form I-9 – Employment Eligibility Verification**
  This form must be filled out and turned in to the Carroll University Business Office in person. You will need to provide two original forms of identification at the time you submit this form. For a list of “Acceptable Documents” to use as identification, please go to: [www.uscis.gov/i-9-central/acceptable-documents](http://www.uscis.gov/i-9-central/acceptable-documents).

  If you provide identification from documents listed in column A, you will need to provide only one form of identification. However, if you provide documents from column B or C, you will need one form of identification from each column. Remember, we cannot accept your I-9 if the form is not complete, or if you fail to present unexpired **ORIGINAL** forms of “Acceptable Documents”.

- Complete **Form W-4 – Employee’s Withholding Allowance Certificate**
  You will need to complete this form so that Carroll University, your employer, can withhold the correct federal and state income tax from your pay. Please fill out a new W-4 form each calendar year if you choose “exempt” status.

- **Carroll University Student Direct Deposit Signup**
  This form offers students an opportunity to have their paycheck directly deposited to their personal bank account.
Campus Employment – continued

Carroll University encourages use of the Direct Deposit Signup option for the following reasons:

1. **It’s convenient** – Your money can be directly deposited to your own existing bank account. You do not have to go to the bank to cash your check.
2. **It’s safe** – No more lost, stolen or misplaced checks.
3. **It’s reliable** – Your money will be available the morning of payment.
4. **It saves time.**

- **Questions Regarding Campus Employment**
  Contact: Brandon Koster – **Financial Aid @ 262.524.7298** or bkoster@carrollu.edu. Questions relating to the student pay or payroll checks/direct deposits should be directed to: **acct_paycoord@carrollu.edu**.

**STUDENT ACCOUNT HOLDS**

If you are seeing a message indicating your student account has a “hold”, and you are uncertain as to what type of hold this is, you can review your holds by logging in to:

**https://my.carrollu.edu**
Sign in using your student username and password
Click on the “Student” tab
In the left-hand menu, select “Academics & Registration”
Click on the “Reg Time” icon
Select the “Holds” tab

**CHECK CASHING PRIVILEGES**

Checks of $25 or less may be cashed at the Business Office Monday through Friday from 8:30 a.m. to 4:00 p.m. Check cashing is limited to one check per person per day with a valid Carroll University identification card.
Undergraduate/graduate students seeking reimbursement from their employers, after class and/or classes have been completed, may request a “Reimbursement Letter”.

A “Reimbursement Letter” can be written for any session – only after the grades for that session have been posted, and your student account for the requested session has been paid in full.

To request a “Reimbursement Letter”, please contact the Carroll University Business Office at: busoff@carrollu.edu. Please provide your information as indicated on the example below.

Date Called: ___________________________ Session/Year: _______________________

ID Number: ________________________________________________________________

Name: ________________________________ ______________________________________

__________________________________________________________

Current Address: _________________________________________________

__________________________________________________________