

# **Imperial Valley College**

# **Payment Plans PLUS**

**FAQ**

# FAQ:

## **1. What are Imperial Valley College's Payment Plan offerings?**

Imperial Valley College offers payment plans for the Fall and Spring terms in the current academic year. Payment plans for balances in prior academic years are not currently offered at this time.

## **2. What are the enrollment dates for the payment plan offered by Imperial Valley College?**

The enrollment dates for payment plans will vary by term, but generally begin on the first day of registration and end on the last day of registration in each term. Please refer to our Important Dates and Deadlines available on our website at <https://www.imperial.edu/admissions-and-records/important-dates-deadlines/>.

## **3. What payment methods can I use when enrolling in a payment plan?**

You can sign up for a payment plan and pay via ACH (direct debit from your bank account), or using a credit or debit card. You can make a one-time payment as well using the same payment methods.

## **4. What fees are charged for enrolling in a Payment Plan that I am eligible for?**

Imperial Valley College charges a non-refundable, one-time fee of \$25.00 per payment plan per term. For example, if you enroll in a Fall payment plan, you will be assessed a \$25.00 enrollment fee. If you also enroll in a Spring payment plan, you will be assessed another \$25.00 for that payment plan.

Imperial Valley College does not currently charge fees for late payments, but a \$25.00 fee for all ACH payments returned due to non-sufficient funds.

## **5. Does Imperial Valley College charge fees for late payments?**

Imperial Valley College does not currently charge fees for late payments, but a \$25.00 fee will be charged for ACH payments returned by the bank for non-sufficient funds.

## **6. Does Imperial Valley College charge a credit card service fee if I use my credit card to enroll in a payment plan?**

Imperial Valley College does not currently charge service fees when using a credit card to enroll in a payment plan or to make a payment.

**7. Can I pay by cash if I signed up for a payment plan?**

Yes. Payments through any method will reduce your plan amount automatically. Any payment you make to Imperial Valley College, either online or in person, will go toward your next plan installment.

**8. Can I still enroll in a plan if I have Financial Aid? How does that affect my plan?**

Yes. At enrollment, the payment plan is calculated on the balance owed after all payments and/or financial aid credits are deducted from the amount due. Financial aid awarded after the initiation of the payment plan reduces all installments equally. If the financial aid award is greater than your account balance, your plan will be paid in full and any overpayment will be refunded to you.

**9. When will my payment post to my student account?**

Your payments are posted immediately as soon as a payment is processed successfully. If you do not see a payment has posted, please contact the Business Office at (760) 355-6238.

**10. Why do I see an amount due for an installment I already paid?**

Installments reopen if their due dates have not passed and you have new charges on your student account.

The plan is set up to pay your charges for a number of items, such as tuition and fees. Any time you have new charges for those items, your plan installment amounts will increase. Any time you have payments or other new credits toward those items, your installment amounts will decrease. Balances on your account recalculate overnight. If you do not see changes right away, check your account again in 24 hours. Monthly installment amounts are not adjusted prior to a payment due date if changes are made to your account, therefore, your new payment amount will take effect on the following month's payment.

Please note that the payment plan prevents you from making another payment on the same day to prevent overpayment or double payment.

An email notification is sent following each recalculation reflecting the new payment amount. You will also receive a reminder email that your monthly installment is due 3 days prior to the installment due date.

**11. Can my family or other authorized users have access to my Student Account?**

Yes. Students may setup authorized users to view their billing information and/or their student bill on their behalf. Please note that, in accordance with FERPA, this does not allow the authorized user to view the student's academic records, course schedule, or other personal information. Authorized users may view student account activity, make payments, and set up payment plans.

**Instructions:**

Log into the Student Account Center by TouchNet at [https://secure.touchnet.net/C20509\\_tsa/web/welcome.jsp](https://secure.touchnet.net/C20509_tsa/web/welcome.jsp).

Click the 'Authorized User' link in the 'My Account' menu. Click 'Add Authorized User', enter the email address of the authorized user, and you will grant the user permission to view student account information. Click 'Continue' to finalize.

**Students cannot make payments toward a plan set up by an authorized user.** If your authorized user enrolled in the plan, you can see it, but the **authorized user must make the payments.**

**12. Can my parents both pay on one payment plan?**

The student may sign up for the plan themselves and then give access to each parent as an authorized user. Each parent will pay their personally agreed upon portion of the plan each month.

**13. What if I no longer want to attend classes after registration?**

If you choose to drop your classes and you do so by the deadline to receive a refund for full-term classes, please contact the Business Office at (760) 355-6238 to ensure that you are removed from your payment plan and that any payments already made will be refunded to you.

If you drop your classes after the deadline to receive a refund, you will still owe any remaining fees on your account, and your payment plan will not be cancelled.

Please do not assume your registration and/or payment plan will be automatically dropped/cancelled for non-payment.

The deadline to drop classes is listed in the Important Dates and Deadlines available on our website at <https://www.imperial.edu/admissions-and-records/important-dates-deadlines/>.

**14. Who do I call with payment plan questions?**

**Payment Plans Support number: 833-269-3675.** Our dedicated Tuition Payment Plan support representatives will be able to answer questions related to your account balance, plan details, and installment payment status.