

Policy No:
Revision No:
Effective Date: December 1, 2019
UNIVERSITY POLICIES & PROCEDURES

Category: Academic Affairs
Title: Tuition Billing/Payment Policy
Applicability: Thomas Jefferson University
Contributors/Contributing Departments: Office of the Provost, Finance

I. Policy Statement

Thomas Jefferson University recognizes the importance of maintaining fiscal responsibility in terms of ensuring timely payment/resolution of outstanding tuition obligations by all students. This policy has been established to address that fiscal responsibility while supporting students in meeting this required obligation.

II. Scope

This policy applies to all full-time, part-time, matriculated and non-matriculated students at Thomas Jefferson University's Center City, East Falls, Abington, Bucks County, Voorhees and all other locations.

III. Components

A. Billing Schedule and Payment Deadline Schedule

B. Billing Communication

C. Identification of Restrictions related to outstanding tuition/fee, housing balances

D. Communication to Academic Deans and Program/Department Designates Schedule

A. Billing Schedule and Payment Deadline Schedule: Online access to student bills for the upcoming semester will be provided to students not less than four (4) weeks prior to the bill due date. Resolution of outstanding balance must occur on or before the first day of class.

B. Billing Communication: Following the original notification about the online access to student account bills, reminder email notices will be sent once a week until the designated payment deadline. Weekly communication will continue for students who have not resolved the unpaid balance by the designated deadline.

The email billing communication will include:

1. Reminder that the student has an outstanding tuition/fee, housing balance;
2. The deadline for completing "Satisfactory Payment Arrangements";
3. Identification of "Satisfactory Payment Arrangement" which include:
 - Payment in full;

- Application to and up to date payments made with the Tuition Payment Plan;
- Completion of required financial aid application process (and confirmation that the award estimate is sufficient to cover the tuition balance). Exception is that, because eligibility for private alternative loans is contingent upon a satisfactory credit review, only “Pre-approved” Alternative Loans can be considered as pending financial aid. Clearance based on a pending alternative loan cannot be provided until lender credit approval is confirmed;
- Submission of required paperwork to Jefferson Human Resources Benefits Office for tuition remission. (Students are required to satisfy any portion of the tuition not covered by Human Resources benefits); and/or
- Submission of documentation to the Tuition/Student Account offices verifying payment of tuition.

C. Identification of Restrictions related to outstanding tuition/fee, housing balances

Restrictions include:

- Assessment of late fees starting on October 1 for the fall term, February 1 for the spring term and June 1 for the summer term. Late fees will continue to be assessed each month thereafter until the unpaid balance is resolved.
- Will not be allowed to register for subsequent terms for students with an outstanding balance of \$500 or more.
- Will not be able to obtain a copy of an official transcript.
- Will not be allowed to participate in the Commencement ceremony.
- Will not be allowed to occupy student housing residential facilities in the subsequent semester.

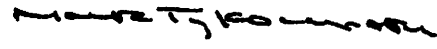
D. Communication to Academic Deans and Program/Department Designates Schedule

Notices will be sent to Academic Deans and Program/Department Designates starting two weeks prior to the due date and will continue until all balances have been resolved. Deans may share list of student names with advisors, etc without the corresponding outstanding balance amounts.

Notices will include the list of names of students with outstanding balances and will be categorized by ranges (less than \$200, \$201 - \$500, greater than \$500, greater than \$1,000. Deans and Program/Department Designates who have questions about the policy/procedure should contact the Vice Provost for Academic Infrastructure and Effectiveness.

Review Date(s): November 1, 2020

Responsibility for maintenance of policy: Senior Vice Provost for Academic Affairs



Approved by:
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Provost and Executive Vice President
for Academic Affairs