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## Welcome . . . . .

Welcome to the Spring Semester at Cleveland State University! We're hosting many changes this term and we're excited to share them all with you. Please read through this entire newsletter – it contains vital information you'll need to have a successful semester. If you don't have time to read everything right now, please read about the five RECENT UPDATES – these bullet items highlight the major changes that will affect your student account this term.

## Recent Updates . . .

**WE ARE GOING GREEN!** Everywhere on campus, you'll notice CSU is supporting sustainability initiatives. The Office of Treasury Services is no different. We are pleased to inform you that we'll no longer be mailing out paper invoices.

All of your student account activity can be viewed from CampusNet. We encourage you to pay your tuition and fees on-line and avoid the lines at the Cashier's Office. Our office will continue to send email notices reminding you of an upcoming payment due date. Please read your CSU emails timely. [Read more about it . . .](#)



**DIRECT DEPOSIT OF REFUNDS!** Students anticipating an overaward of Financial Aid or a refund due to dropped credits will soon be able to receive their refund through direct deposit to a checking or savings account. ***Enrollment is free and secure!*** For those students who choose direct deposit, you could receive your disbursement as early as the 3<sup>rd</sup> business day after your credit appears in your account! This will allow you to purchase books and supplies earlier than ever. Students who prefer the paper check option should be aware that checks will be mailed by our banking partner, USBank, and you'll receive it within 5 – 7 business days. [Read more about it . . .](#)



## Contact Us

If you have unanswered questions, please visit with a Campus411 Specialist, contact the Call Center at (216) 687-5411, visit our web site at <http://www.csuohio.edu/offices/treasuryservices>, or use "@sk a Question" from the "Student" tab in CampusNet.

## CHECK 21 ACT IMPLEMENTED

The "Check Clearing for the 21st Century Act", also known as "Check 21" has been implemented within our Office. Check 21 allows Cleveland State to convert each paper check received into an electronic image to transmit to the bank.

As a student this means two things for you:

- First, funds will clear your account often within the same day you write your check or present it to the Cashier's Office.
- Second, if you utilize electronic banking features, you will see a "pending" transaction within hours of presenting a check.



Unfortunately, it might be easier to bounce a check this way, so please make sure funds are available in your account when you present a check as a form of payment. CSU charges \$30 for each returned check presented, and this fee is not negotiable. [Read more about it . . .](#)

## CHANGES TO OUR REFUND POLICY

The Office of Treasury Services has updated our refund schedule to provide support and consistency to our academic add/drop policy. Changes to your academic schedule will be refunded at 100% for the first two weeks of the term. After the 14<sup>th</sup> calendar day in the term, "dropped" classes will be indicated on your transcript as a "W" (withdrawn) and refunded on a reduced pro-rated basis. [Read more about it . . .](#)



## ANNUAL 1098-T E-NOTICES

Each year, the Office of Treasury Services provides students with a statement to help you determine your eligibility for the Hope or Lifetime Learning tax credit. This year, these notices will be sent to you electronically. You'll receive an email from our third party provider, ECSI, letting you know how to securely log in and retrieve your 1098-T for tax filing purposes. [Read more about it . . .](#)

FILED'S name, street address, city, state, ZIP code, and telephone number		1	2	3	4	5	6	7	8	9	10
FILED'S federal identification no.		STUDENT'S social security number	1	2	3	4	5	6	7	8	9
STUDENT'S name		STUDENT'S name	1	2	3	4	5	6	7	8	9
Street address (including apt. no.)		City, state, and ZIP code	1	2	3	4	5	6	7	8	9
Service Provider/Inst. No. (see inst.)		1	2	3	4	5	6	7	8	9	10

Form 1098-T (2009)

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## Payment Policy & Responsibilities

Your account must be paid in full or you must be enrolled in a payment plan before the first day of academic instruction, January 11, 2010.

- Past due balances must be paid in full prior to your spring registration being validated.
- Students, not your employer or your third party sponsor, are responsible for ensuring payment or third party documents are completed and turned in to the Cashier's Office timely.
- If your financial aid, employer or third party sponsor documents (including University departments) are not processed before the first day of the term, you should join a payment plan to avoid late fees.
- Any credit balance will be reimbursed to you after your documents are processed.
- If a third party sponsor does not pay your student fees within 60 days of billing, all relevant charges will be re-applied to your student account and will be due immediately. Your student account will be flagged to prevent future services.

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## Tuition & Fees

Tuition and fees are automatically calculated based on your enrollment status, residency, and your course selections.

- The Board of Trustees has increased tuition this semester by 3½%. This is the first across the board tuition increase since Fall of 2006. You can view the new fee schedule, effective for Spring & Summer 2010, on our web site at <http://www.csuohio.edu/offices/treasuryservices/feeschedules>.
- Remember to immediately drop any classes you will not attend. Students are responsible for payment of all tuition & fees for classes not dropped within the 100% refund period. Please refer to the refund schedule in this document for exact dates.
- Students, not their college, department, or advisor, are responsible for ensuring courses are properly registered, added or dropped to ensure the correct amount of tuition is assessed.
- The University does not support the concept of "swapping" one class for another. Credit for any dropped classes is granted according to our published refund schedule and is based on the date your schedule change is presented to the Registrar's Office, not the date you inform an instructor. Added classes are assessed full tuition.
- There is no cost adjustment granted for adding and dropping courses of similar credits. This includes adding and dropping the same course with different sections.
- Cleveland State does not cancel classes due to non-payment. You must pay for all classes for which you have enrolled. If you do not attend the classes for which you have registered, you must officially withdraw within the 100% refund period to avoid the assessment of fees.

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## Student Billing

***In our effort to "GO GREEN," we have completely eliminated the mailing of paper invoice.***

Please utilize your CampusNet account to monitor your student account activity. Our Office will continue to send reminder email notices to your CSU email account, informing you of an approaching due date. Students are expected to read their University email notices daily.

- CampusNet allows you to register, add or drop classes, verify your account balance, make a payment and update your address. Information about CampusNet can be found on the University's website [www.csuohio.edu](http://www.csuohio.edu), from the myCSU link. Navigation tips are included on the last page of this newsletter.
- CampusNet provides the most accurate, up to date balance of your student account. Check your account balance from the "Account" tab. Click on "View Account Details" for your current amount due.



- **Payment in full is required before the Spring academic semester begins.** For students enrolled in a payment plan, due dates begin January 11<sup>th</sup> and are generally the 3<sup>rd</sup> or 4<sup>th</sup> Monday of each subsequent month. Your exact payment due dates are printed on your payment plan application form.
- Students who register or add classes late (after January 22<sup>nd</sup>) must prepay in person at the Cashier's Office prior to registering or adding those classes.

## How to Pay

Payments can conveniently be made online through CampusNet. You will need your CSU ID number and password to securely log in. Select the "Account" tab, click on "Make Payment" and follow the instructions.

- ⇒ Payment can be made with an electronic check. **There is no fee to pay by electronic check.** Note that a dishonored check fee can be assessed if your information is not keyed in accurately.
- ⇒ Payment can be made with a credit card. MasterCard, Discover, Diner's Club and American Express are accepted. VISA is NOT accepted. Please note that an additional 2.9% convenience fee is charged to your credit card for these transactions.

Mail checks and money orders, payable to **Cleveland State University** to the Cashier's Office at: Cleveland State University, Cashier's Office – MC 115, 2121 Euclid Ave, Cleveland, Ohio 44115. Please remember to write your CSU ID number on the front of the check.

The implementation of Check 21 now allows CSU to convert each paper check into a digital image, eliminating the need to manually handle a physical check anymore. Please be aware that funds are often debited from your account the same day your check is presented. It is important to make sure you have funds available when you present a check as a form of payment.



- ⇒ For example, if you drop off a check for an installment of your budget payment plan on Friday at 3pm, your checking account will be debited before 6pm that same day. If funds are not available, your account will be charged a "non-sufficient funds" or "returned check" fee of \$30.

### Important Payment Tips:

- Do not mail credit card information or cash. Also, do not use the interoffice Campus Mail service to deliver any check, credit card or cash payment.
- Payments can be made in person. Checks, money orders and cash are accepted at the Cashier's Office. Credit card payments are not accepted at the Cashier's Office.
- Checks and money orders can be securely deposited at the Express Payment Center (located just outside the cashier's area) anytime the Main Classroom Building is open.
- Third Party/Employer Payment Vouchers and a signed "Third Party Authorization Form" must be submitted to the Cashier's Office at least one day before the term begins. The Authorization Form must accompany any documents from your company and can be found on our website at <http://www.csuohio.edu/offices/treasuryservices/forms>.
- The University does not accept checks drawn on foreign banks. Instructions for completing a wire transfer are documented on our website at <http://www.csuohio.edu/offices/treasuryservices/pay>.

## Payment Plans

There are 3 different payment plans offered during the Spring semester. A completed and signed application along with a \$30 application fee and your first installment payment must be received by the Cashier's Office before your enrollment in a payment plan is accepted. You can mail, fax (216-687-3500) or submit your application in person to the Cashier's Office. **Both sides of the application must be signed, dated and returned.** Please be sure to keep a copy for your records. Please do not fax any payment information.

- A 4-payment Budget Payment Plan (BPP) is available to all students regardless of your spring account balance. Your initial payment is due with your application; and then equal monthly payments are due on February 22<sup>nd</sup>, March 22<sup>nd</sup> and April 19<sup>th</sup>.

- A 5-payment Budget Payment Plan is available if your account balance is \$4,100 or more after all financial aid and loans are applied. The first payment is due with your application; and then equal monthly payments are due on February 22<sup>nd</sup>, March 22<sup>nd</sup>, April 19<sup>th</sup>, and May 17<sup>th</sup>.
- An Employer Reimbursement Plan is available for students eligible for tuition reimbursement from their employer. A 25% payment is due when the application is submitted and the remaining balance is due no later than June 14, 2010.
- Applications and instructions for these plans can be found on our website at <http://www.csuohio.edu/offices/treasuryservices/forms>.
- You may pay your initial and monthly installments on the web via CampusNet.
- Your application and payment must be received on or before the first day of academic instruction, January 11, 2010.

## Cashier's Office Hours (subject to change)

The Cashier's Office, located in the Main Classroom Building in room 115, is available to accept your tuition payment, pay for various fees, cash a check, etc. Our hours are:

Monday – Thursday      8am – 6pm  
 Friday                      9am – 5pm  
 First and Third Saturday of the month      10am – 1pm

- The Cashier's Office will have extended hours during dorm move in weekend. January 16<sup>th</sup> & 17<sup>th</sup> the office will be open from 10am – 4pm to assist students making financial arrangements for the Spring semester.
- The office will close at 5pm from December 21<sup>st</sup> through December 31<sup>st</sup>. The Cashier's Office will also close at 5pm during the Spring break week of March 15<sup>th</sup> – March 19<sup>th</sup>.
- The Cashier's office will be closed on Christmas weekend (December 24<sup>th</sup> – 27<sup>th</sup>), New Year's weekend (December 31<sup>st</sup> - January 3<sup>rd</sup>), Martin Luther King Day (January 18<sup>th</sup>), and President's Day (February 15<sup>th</sup>).

## Refund Schedule

The refund schedule has been updated effective with the Spring 2010 semester. Please notice that a 100% refund will be allowed through the first two weeks of class. The pro-rated refund after that point has been reduced. Exceptions to this published refund policy will not be considered.

### Undergraduate/Graduate Students

100% through January 29  
 50% January 30 – February 5  
 25% February 6 - 12  
 No refunds after February 12

### Law Students

100% through January 24  
 50% January 25 – 31  
 25% February 1 - 7  
 No refunds after February 7

- All refunds for dropped courses are made according to this refund schedule. Refunds (credits) are based upon the date you drop your class or classes, not the date you inform an instructor.
- Please note that dropping classes may reduce your financial aid award. Financial Aid returned to your lender on your behalf must be repaid to the University immediately.
- Cleveland State does not have a policy that supports "swapping" or "trading" classes that are the same credit hours. There is no cost adjustment granted for adding and dropping courses of similar credits, including adding and dropping the same course with different sections.



## U-PASS Program

The RTA U-Pass allows CSU students to ride free of charge on all Greater Cleveland RTA buses and rapid trains during the Spring semester. All students attending classes on the main campus are charged a mandatory \$25 U-Pass fee to support the program.

- Beginning Monday, January 4th, students may obtain their U-Pass sticker in the Cashier's Office (MC115) if your account is paid in-full or you have joined a payment plan. Your Viking Card must be presented.

- You will be required to sign a U-Pass Agreement Form which documents the policies when dropping classes, obtaining a replacement sticker, etc.

## Annual 1098-T E-Notices

Each year in January, Cleveland State must report tuition and scholarship amounts to the Internal Revenue Service. As a courtesy, we also provide this information to each of our students to help you prepare your tax return. The 1098-T form is the required IRS form to use for notification purposes. CSU uses the services of a third party, ECSI, to send these statements to our students each year. Staying with our sustainability initiatives, this year, 1098-T notices will only be available electronically. You'll receive an email notice from ECSI in December letting you know how to securely log in to their site to retrieve your information. The email will come from [webmaster@ecsi.net](mailto:webmaster@ecsi.net). We'll send a notice to all students in advance reminding you. 1098-T notices will be available by February 1, 2010.

## Delinquent Student Accounts

If you have an unpaid account balance you may be charged a non-refundable \$25 late payment fee for each month your account remains unpaid or you make a partial payment.

- Past due accounts will be forwarded to a third party billing company, ECSI, for further billing action. A collection fee will also be assessed to your student account balance, and a \$25 billing service fee will be added to your account. Credit bureau reporting will begin when your account is placed with ECSI.
- Collection fees are assessed based on your account balance: \$50 if your balance is equal to or less than \$500; \$100 if your account balance is over \$500 but equal to or less than \$1,000; \$200 if your account balance is over \$1,000.
- Student accounts that are over 12 months in arrears may be certified (forwarded) to the Ohio Attorney General's Office under Ohio Revised Code § 131.02 for further collection activity. Your account will incur additional collection charges including a 10% placement fee, daily interest, plus possible legal fees from the Attorney General's Office. State income tax refunds are offset by the Attorney General's Office as part of their collections process.
- Please note that late fees, billing service fees, collection fees, legal fees, and the Attorney General's fees are not refundable or negotiable.
- Students with a past due balance are prevented from registering for future classes and future financial aid will not be disbursed until all outstanding balances are paid in full.

## Direct Deposit of Financial Aid Overawards

For those students who request financial aid in excess of their tuition and fees, very soon, that overaward will be available for deposit directly into your checking or savings account! That means you may have your funds available to buy books and supplies before classes begin. Students who are eligible for a refund due to dropped credits can also receive their refund via direct deposit.



- For those students who sign up for direct deposit, your checking or savings account could be credited as early as the 3<sup>rd</sup> business day after your credit appears in your account. We'll be authorizing funds to be disbursed every Tuesday and Friday.
- Direct deposit requires enrollment on a secured web site with our banking partner, USBank. Enrollment is only required once, however, any changes to your banking information must be updated by the student.
- For those students who choose to continue receiving a paper check, refund checks for excess financial aid and loans will be mailed beginning Friday, January 15<sup>th</sup> for undergraduate and graduate students, and Friday, January 8<sup>th</sup> for law school students. Paper checks should be received within 5 – 7 business days.

## Financial Aid, Scholarships, Grants and Loans

- Federal regulations prohibit the use of financial aid to pay a past due balance.
- All approved financial aid, including loans, will be posted to student accounts beginning January 7<sup>th</sup> for undergraduate and graduate students, and beginning January 5<sup>th</sup> for law school students.
- If your financial aid or loans have not been applied to your student account by Wednesday, January 20<sup>th</sup>, you must pay your account in full or join a payment plan. If you are unable to make the first payment, contact Campus411 to determine if you are eligible for a reduced first payment.
- Pell and OCOG disbursements for part-time undergraduate students with less than 12 credit hours will be applied beginning Monday February 1<sup>st</sup>. If your aid will not pay your account in full, you must pay the difference or join a payment plan by Wednesday, January 20<sup>th</sup>.
- ***A reversal of financial aid for any reason must be repaid immediately.***

## Navigating CAMPUSNET

Please become familiar with navigating and examining your student account on CampusNet, as this will become the only source for your student account information. We hope this proves to be a much more efficient and accurate method of tracking your student account.

From the **Account** tab in CampusNet, you must first click on **View Account Details**. Please take note of the **“Current Billed Amount,”** this represents the amount due on your account by January 11, 2010. A screen print has been added so you can ensure you have navigated to the correct place.

- For those students on a payment plan, the **“Unbilled Amount”** represents the amount still owed. The **“Account Balance”** is the total due on your account, including this month’s payment.
- For those students not on a payment plan, your **“Current Billed Amount”** and the **“Account Balance”** should be the same. Your account must be paid in full by January 11<sup>th</sup> in order to avoid late fees or collection fees.

Cleveland State University  
engaged learning

CampusNet

Personal **Account** Student

Contact Us X Logout

View Account Make Payment

@sk Question PDF Download Print Help

Account Information: View Account Details

Name:	
CSU ID:	
Current Billed Amount:	\$1,589.37
Unbilled Amount:	\$3,178.74
Account balance:	\$4,768.11

Transactions by Date

From: 11/01/2008

To: 01/31/2010

Select the date range for the transactions you wish to view below.

View Transactions

View Items Due By Term

View Account Details

If you need help logging into CampusNet or have forgotten your password, please call the IS&T Help Desk at 216-687-5050. Their hours of operation are Monday – Thursday 7:30am – 10pm; Friday and Saturday from 7:30am – 5:00pm. Please be aware that these hours can change due to holidays and break schedules.