



**A Guide to Payment
Policies & Procedures**
2018-2019



COLLEGE OF THE
Holy Cross



Managing the cost of your college education can be a difficult experience without proper planning. While the Financial Aid Office may provide your family with some assistance, many families, including those not eligible for aid, may need help to finance the cost of education. The College has available through outside agencies various payment plans and loan programs for your consideration.

This brochure will assist you in choosing among the types of financing arrangements to best suit your needs. Should you find that additional financing is necessary, please contact the Financial Aid Office, the outside payment plan, or loan agency early on in the process to ensure financing will be in place prior to the start of the semester.

Our goal is to avoid any unnecessary delays and problems with the billing and resolve issues prior to the start of the semester. We would appreciate your cooperation in following the payment guidelines we have established on Pages 8 through 12. We ask that you contact us as soon as possible to resolve any billing questions you may have.

The payment policies and procedures herein reflect that the College utilizes e-billing. Also, please note that the billing party is the student. Please be sure to read through this Guide to understand the most current policies and procedures of the College.

Should you need more information or require assistance, please do not hesitate to telephone our office directly.

College of the Holy Cross
Office of the Bursar
Worcester, Massachusetts 01610
(508) 793-2521

Comprehensive Fees For 2018–2019

	Fall	Spring	Total
Tuition	\$ 26,050.00	\$ 26,050.00	\$ 52,100.00
Room*..... (standard only)	\$ 3,975.00	\$ 3,975.00	\$ 7,950.00
Board.....	\$ 3,285.00	\$ 3,285.00	\$ 6,570.00
Health Service Fee**.....	\$ 170.00	\$ 170.00	\$ 340.00
Activity Fee.....	\$ 330.00		\$ 330.00
Health Insurance***.....	\$ 1,853.00		\$ 1,853.00
Total	\$ 35,663.00	\$ 33,480.00	\$ 69,143.00

For your planning needs, the following is a list of the various room and board options available at the College at this time:

	Fall	Spring	Total
Standard Room	\$ 3,975.00	\$ 3,975.00	\$ 7,950.00
Standard Room & Bath	\$ 4,400.00	\$ 4,400.00	\$ 8,800.00
Modified Suite	\$ 4,400.00	\$ 4,400.00	\$ 8,800.00
Full Suite	\$ 4,600.00	\$ 4,600.00	\$ 9,200.00
Single Room w/o Bath	\$ 4,600.00	\$ 4,600.00	\$ 9,200.00
Single Room w/ Bath	\$ 4,775.00	\$ 4,775.00	\$ 9,550.00
Apartment	\$ 4,975.00	\$ 4,975.00	\$ 9,950.00
Resident Meal Plan	\$ 3,285.00	\$ 3,285.00	\$ 6,570.00
Apartment Meal Plan	\$ 1,350.00	\$ 1,350.00	\$ 2,700.00

The **Resident Meal Plan** will provide students with the following:

- Unlimited meals in Kimball Main Dining Room
- 8 meal swipes per week at Lower Kimball Food Court
- 5 guest meals per semester at Kimball Main Dining Room
- \$425.00 Dining Dollars per semester to be used in all dining locations

All resident students are required to purchase a meal plan and will be automatically assigned to the Resident Meal Plan.

The **Apartment Meal Plan** will provide students with the following:

- \$1,350.00 Dining Dollars per semester to be used in all dining locations.

Available only to residents of Figge Hall, Williams Hall, or off-campus students.

Restrictions on Meal Plans

- Dining dollars can be used in Crossroads, Cool Beans, Lobby Shop, Kimball Food Court, CB2, and the Science Cafe. They are also accepted at Kimball Main.
- Apartment residents may opt for the Apartment Meal Plan.
- Off campus students may select any meal plan.
- All dining dollars and meal plans expire at the end of the semester.

* Students living in suites or singles will be assessed an additional fee each semester.

** The Health Service Fee is a mandatory fee which is charged even if the student waives the group health insurance.

*** Health insurance fee will be reversed upon receipt of a completed insurance waiver.

Laboratory fees will be billed and payable as incurred.

All students studying at a program that is not administered by the College are required to pay a \$500.00 Continuation Fee.

Checks returned unpaid by our bank will be assessed a \$30.00 returned check fee. Payments made online that are returned for insufficient funds or other reasons will be assessed a \$10.00 returned payment fee.

Fourth year graduating students are assessed a \$150.00 graduation fee on the Spring semester statement.

Late fees will be assessed in those cases when a balance remains on a student's account and mutually agreed upon arrangements have not been made. The following late fee structure will be implemented:

Balance	Fee
up to \$1,999.99	\$50.00
\$2,000.00–\$2,999.99	\$100.00
\$3,000.00–\$3,999.99	\$150.00
\$4,000.00–\$4,999.99	\$200.00
\$5,000.00 and higher	\$250.00

We regret the need to have to assess a fee for late payment as the vast majority of students and parents pay their semester bill by the due dates. This policy assures fair and equitable treatment for all student accounts and the timely receipt of tuition payments to help the College meet its operating expenses for the semester.

Health Insurance

The College of the Holy Cross requires that all students enrolled at least three quarters time must participate in the Student Health Insurance Program (SHIP) or be covered by a health benefit plan with comparable coverage. Minimum benefit levels and services that are required by the SHIP are set forth in the Qualifying Student Health Insurance Program (QSHIP) regulation.

Find out more at www.mahealthconnector.org

Click on *About*

Click on *Policy Center*

Click on *Student Health Insurance Program*

If you are covered by your family's insurance plan, we encourage you to compare the costs, coverage, and benefits of the student health insurance plan to those of your existing plan before making any decision about your health insurance. Please consider the following in making your decision:

- Out of state HMP/PPO/EPO plans provide minimal coverage for out of network services potentially leaving the member responsible for large medical bills.
- Some plans only cover emergency care when out of the network.
- Many plans do not cover referrals made by Health Services or only cover them after a high deductible or co-payment; the Student Health Insurance Plan can help cover those expenses.

The College has partnered with University Health Plans (UHP) and Blue Cross Blue Shield (BCBS) to provide student health insurance for the 2018 – 2019 academic year. Insurance coverage is provided through BCBS with UHP providing administrative support for enrollment and customer service for general insurance questions. Beginning with the Fall of 2017, if you are a MassHealth member, you are required to submit the MassHealth Premium Assistance form when completing the annual health insurance waiver/enrollment process. Please click <https://www.universityhealthplans.com/MHPA/> for additional information about the MassHealth Premium Assistance Program.

Insurance coverage for the 2018 – 2019 academic year is from July 25, 2018 through July 24, 2019. The cost for this annual policy is \$1,853.00. We also offer

a second semester policy for those students who do not enter the College until January. The cost for the second semester policy is \$1,083.00 and runs from January 1, 2019 through July 24, 2019. All students are billed for the SHIP to ensure compliance with the QSHIP law. Students with comparable coverage must complete a waiver no later than August 15, 2018 to have a credit equal to the cost of the insurance charge posted to their bill.

If coverage is not waived by August 15, 2018, students will be enrolled in and billed for the Student Health Insurance Plan. International students may not waive participation in the SHIP and should complete the enrollment form to expedite the processing of their enrollment. Students who do not have comparable coverage may expedite the processing of their enrollment in the SHIP by completing the enrollment form. This permits the College to facilitate your enrollment in the plan before the waiver deadline. If you do not complete this form, your information will be added to the insurance plan system after August 15, 2018.

In order for students to submit a Waiver of Health Insurance or to complete the Enrollment of Health Insurance, the student will need to access the UHP web site via one of two methods:

- Go to www.universityhealthplans.com and select *College of the Holy Cross*, or
- Go to <http://holycross.edu/bursars-office> and select *Health, Vision, and Dental Insurance*

All students returning for the 2018 Fall semester need to submit a new waiver or enrollment form for the 2018 – 2019 policy year by the final deadline, even if their decision or information has not changed from the prior year.

A summary of the insurance benefits, directory of the provider network, and FAQs can be found on the UHP website. UHP is available to manage the enrollment and answer general questions about the insurance plan. To speak with a representative, please call (800) 437-6448 or send an email to info@univhealthplans.com. If you have specific questions regarding the benefits, please feel free to contact Blue Cross Blue Shield of Massachusetts at (888) 753-6615.

Terms

Full payment for College of the Holy Cross semester bills are due on:

Fall Semester: August 1st

Spring Semester: January 1st

To avoid any unnecessary delays in the registration process, please note the following billing policies and practices:

E-Billing

The College has implemented electronic billing as the required method of receiving monthly tuition statements. To assist students and their families with paperless billing, the College developed a portal for parents and other authorized users to access our student academic records system (STAR). Students determine who has access to the Parent Portal and what information they may view in order to be compliant with the Family Educational Rights and Privacy Act of 1974 (FERPA) a federal law enacted to protect the privacy of students. Students may grant access to others by creating an authorized user account in STAR. If no authorized user is established, only the student will have access to his or her e-bill and grades. Students are encouraged to grant access to their parents or any other individuals who may be assisting them with their financial responsibility.

For Students:

Each student's Holy Cross e-mail account is the official notification for all e-bill information. Students should regularly check their e-mail accounts for bill notification and notices regarding missing documents and financial holds. Students and authorized users should review their spam filters and mailbox limits to ensure they can always accept e-mail from the College. Students will receive an e-mail when new information, such as a billing statement, is available for them to view in STAR. The e-mail will contain a link to the STAR login page. Even without e-mail notification, students can view bills and current account balances and track account activity through STAR, 24 hours a day, 7 days a week.

For Parents and other Authorized Users:

Parents, and other Authorized Users, will receive an e-mail when new information, such as a billing

statement, is available for them to view on the Parent Portal. Even without e-mail notification, parents and authorized users can view bills and current account balances and track account activity on the Parent Portal, 24 hours a day, 7 days a week. *Students are responsible for payment by the due date, even if e-mail notifications are not received by their parent or authorized user.*

Financial Aid Deductions

The College will reflect as a credit on the tuition statement all scholarships, grants and loans administered by the College.

Anticipated Financial Aid represents contingent credit against the semester charges. As actual payments are received from outside scholarships or loans, actual credits will be applied to the student account. The "Anticipated Financial Aid" section of the billing statement will be deleted forty-five days after the start of the semester allowing for funds to be received by the college for actual credit.

If a **Stafford Loan** has been recommended for you, Holy Cross will submit your loan data to the Department of Education. All first-time Stafford Loan borrowers will need to complete an entrance interview and a promissory note for the 2018 – 2019 academic year. The Stafford Loan funds are disbursed to your account at the College in two installments, Fall and Spring, less the applicable processing fees.

The **Holy Cross Loan** is an institutional loan program offering a fixed interest rate to students who demonstrate financial need. This loan is awarded by the Office of Financial Aid and is administered by the College with a limited amount of funds available each year. All Holy Cross Loan borrowers will need to complete disclosure statements, a self-certification form, a master promissory note and an entrance counseling interview every year. The College has partnered with Heartland ECSI to manage the Holy Cross Loan. Students who are awarded a Holy Cross Loan will receive communication from the Bursar Office with instructions on how to complete their online paper work and entrance counseling and sign their Master Promissory Note. The Holy Cross Loan funds are disbursed to the student account in two installments, Fall and Spring.

Notification of **Outside Scholarships and Loans** must be received by the Financial Aid Office prior to the semester bill due date to avoid late payment charges and to ensure proper credit. Award letters for scholarships and approval notices for loans are required.

Payment Procedures

Students and their families can make tuition payments with cash, check, on-line or via wire transfer. We do **NOT** accept credit cards for payment of tuition accounts. The College is unable to accept payments greater than the amount billed. Any payments received that are greater than the amount billed will be returned for the correct billed amount.

Sending Payment via mail:

Mail correspondence, payments,
or Express Mail to:

Office of the Bursar
College of the Holy Cross
1 College Street
Worcester, MA 01610-2395

Please include the billing statement stub with your payment and record the student I.D. number on the check.

Making an Online Payment:

The College has partnered with Tuition Management Systems (TMS) to offer our families the option to pay their tuition balance online or over the telephone using a checking or savings accounts. There is no charge to utilize this service for making a tuition payment. To make an online payment please go to the following website: <https://holycross.afford.com/>. Or call TMS at 1-800-722-4867 to pay over the phone.

Sending a Wire Transfer:

If you would like to send your payment via wire transfer, please contact the Bursar Office (508) 793-2521 or via email at bursar@holycross.edu for directions on this procedure.

To avoid problems with student registration and a late payment fee, the semester bill is due and payable as specified on the tuition statement. Should a student return to campus with an outstanding balance and without payment arrangements, the student will have to sign a promissory note in order to have a registration hold removed from their account. Should we experience problems in depositing checks or if the student's tuition account is not current, the College reserves the right to require payments in the form of cash, cashier's check or wire transfer.

College policy allows for the withholding of transcripts and certifications of academic records from any person whose financial obligations to the College are due and/or unpaid. Delinquent accounts are referred to credit bureaus and a collection agency. If any overdue obligation is referred to an outside agency or to an attorney for collection efforts and/or legal suit, the debt is increased to cover all costs of collection, including interest, penalties, collection agency fees, court costs, and attorney fees.

Monthly Payment Plan:

For your convenience, the College offers semester plans through Tuition Management Systems (TMS). You may enroll in the semester payment plan as early as March 1st for the fall semester and September 1st for the spring semester.

A \$40.00 TMS enrollment fee every semester includes monthly billing statements. There are no monthly interest charges involved with this plan.

The following summary briefly describes the plan and its options:

- Choose the 6, 5, 4 or 3 Month Payment Plan.
- Create a Fall and Spring contract according to what best fits your budget.
- Payments are due on the first of each month.
- Be sure to budget only what you need to cover the semester's billing statements as we cannot accept payments greater than the amount billed.
- Families have the ability to increase/decrease budget contract amounts at any point during the payment period.
- You determine the amount of the budget contract to satisfy your financial needs.

- Summer charges may not be included in the fall or spring payment plan as they are due upon receipt.
- Balances not covered by TMS or by financial aid are due in full for the fall semester on Aug. 1 and for the spring semester on Jan. 1.

Payment Plan	Fall Semester	Spring Semester
6 Month	Mar 1-Aug 1	Sep 1-Feb 1
5 Month	May 1-Sep 1	Oct 1-Feb 1
4 Month	June 1-Sep 1	Nov 1-Feb 1
3 Month	July 1-Sep 1	Dec 1-Feb 1

Once enrolled, you will receive a monthly bill from TMS. You will also receive monthly bills from the College until all payments have been received and the tuition bill is fully settled. You may remit payments to TMS by check or money order via regular mail, by telephone, or online. Credit cards are NOT accepted. Automatic payments may be made directly from your checking or savings account.

You can enroll either online at holycross.afford.com or you can call TMS at 1 (800) 722-4867 and a representative will be able to assist you.

We do **not** provide TMS with an individual student's charges or financial aid package. If you need assistance in calculating your payment plan, do not hesitate to contact the Bursar Office at (508) 793-2521.

There are different educational loan programs which are made available to parents. The Office of Financial Aid administers the Federal Direct PLUS Loan Program. The Federal Direct Plus Loan is a parent loan product where the Federal Government is the lender. Terms for the 2018 – 2019 program have not been set as of the date of this publication. The interest rate for 2017 – 2018 was fixed at 7.0% with options to go into immediate repayment or to defer repayment until the student separates from the College. There currently is a 4.264% loan fee at the time of disbursement. To avoid a balance due on your tuition statement after the awarding of the PLUS Loan, families should borrow enough to cover the loan fee.

For academic year 2017 – 2018, there were two repayment options:

- **Standard Repayment Plan:** fixed amount to be repaid within 10 years, and
- **Graduated Repayment Plan:** payments gradually increasing to ensure repayment within 10 years.

The Holy Cross Federal Direct PLUS Loan Request Form is completed by the parent and is in the parent's name but the student's signature must appear on the application. If you are interested in this loan program, please access the Financial Aid web site at <http://www.holycross.edu/how-aid-works/family-financing-options> for directions on submitting a loan application. Under current regulations, a completed Free Application for Federal Student Aid (FAFSA) must be on file with the Financial Aid Office in order to utilize this loan program. You may file the FAFSA on line at www.fafsa.ed.gov.

Refunds of Tuition, Room, and Board

If a student withdraws during the semester, charges will be prorated if the student has been enrolled for less than or equal to 60% of the term. The refund formula measures the actual number of days enrolled during the semester. It is determined by dividing the number of days enrolled by the number of days in the semester including weekends and holidays and excluding Thanksgiving break and Spring break. For example, there are 95 eligible calendar days in the 2018 Fall Semester. If a student withdraws on the 30th day in the semester, the student's charges and financial aid will be prorated to reflect that s/he was enrolled for 31.6% of the semester (30 divided by 95).

If a student is a recipient of Federal Title IV financial aid, refunds to those programs are required by federal law to be the first priority and must be returned in the following order: Unsubsidized Stafford Loan, Subsidized Stafford Loan, Federal Plus Loan, Federal Pell Grant, and Federal SEOG.

A student is not eligible for a refund until all Federal Title IV programs and other scholarships and loans are reimbursed as required and all outstanding balances with the College have been cleared.

After the 60% point, there will be no refund of tuition and fees. Room and board fees will be refunded after the 60% point only if the removal from campus is due to disciplinary action or medical hardship. Under these circumstances, refunds of room and board will be calculated on a weekly basis.

The following items are not subject to the refund policy: Visual arts fees, medical insurance, computer installment payment plans, late fees, leave of absence fees, dormitory fines, parking fines, and library fines.

All refunds are calculated and issued from the Office of the Bursar. Federal regulations require that the final tuition statement of all withdrawing students be finalized no later than 30 days after the withdrawal date. Further information concerning the details of this refund policy may be obtained by contacting the Office of the Bursar.

Credit Balances

If a student's tuition account is at a credit balance after receipt of financial aid and after receipt of all TMS payments, the Bursar Office would be able to return excess funds upon completion of the Refund Request Form (located on the Bursar webpage at <https://www.holycross.edu/bursars-office/refunds>). Refunds will not be processed based on anticipated credits.

Credit balances that are the result of TMS payments or personal payments can only be released upon completion of the Refund Request Form. The student must indicate who the refund check is to be made payable to and where the refund should be sent. Students are encouraged to consult with their parents regarding the completion of this form so that all parties are in agreement with regards to the return of excess funds.

Except for 529 disbursements, the College will not issue refunds to third parties, i.e., loan agencies, banks, companies. Refunds from 529 disbursements are issued to the student or back to the financial institution. Plus Loan refunds will be issued to the borrowing parent unless written instructions to do otherwise are submitted each semester.

Banking Services

There are two Automatic Teller Machines located in the Hogan Campus Center operated by Santander Bank and Bank of America. Representatives from each bank will be at the Hogan Campus Center upon the opening of school for your convenience. Detailed information outlining the different accounts will be mailed to students before school begins.

Direct Deposit

Students who have been awarded college work study as part of their Financial Aid package and who work on campus are encouraged to have their weekly earnings deposited directly into their bank account. Details are available in the Payroll Office in O'Kane 159. We encourage student employees to take advantage of this fast and convenient method of payment.



College of the Holy Cross
Bursar Office
O'Kane 159
One College Street
Worcester, Massachusetts 01610-2395
(508) 793-2521
(508) 793-3045 fax
www.holycross.edu/bursars-office