How
Student Business Services Serves You
Here are some of the ways we can support you

❖ Answering questions about your student account
❖ Processing payments
❖ Issuing financial aid refunds and out of pocket reimbursements
❖ Issuing 1098-T statements
❖ Issuing your Campus Dolphin ID Card
<table>
<thead>
<tr>
<th>Fee Description</th>
<th>Part Time 0.5 - 6 units</th>
<th>Full Time 6.1 and above units</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tuition</td>
<td>$1,665</td>
<td>$2,871</td>
</tr>
<tr>
<td>Associated Students Fee</td>
<td>$75</td>
<td>$75</td>
</tr>
<tr>
<td>Health Services Fee</td>
<td>$3</td>
<td>$3</td>
</tr>
<tr>
<td>Instructionally Related Services Fee</td>
<td>$60</td>
<td>$60</td>
</tr>
<tr>
<td>Materials, Service &amp; Facilities Fee</td>
<td>$65</td>
<td>$65</td>
</tr>
<tr>
<td>Recreation and Athletics Fee</td>
<td>$70</td>
<td>$70</td>
</tr>
<tr>
<td>Student Body Center Fee</td>
<td>$162</td>
<td>$162</td>
</tr>
<tr>
<td>Student Health Service Fee</td>
<td>$95</td>
<td>$95</td>
</tr>
<tr>
<td>*Student Involvement &amp; Representation Fee</td>
<td>$2</td>
<td>$2</td>
</tr>
<tr>
<td>Campus Dolphin ID card</td>
<td>$15</td>
<td>$15</td>
</tr>
<tr>
<td><strong>Total Tuition &amp; Fees</strong></td>
<td><strong>$2,212</strong></td>
<td><strong>$3,418</strong></td>
</tr>
</tbody>
</table>

❖ Non-CA residents pay $396 per unit in addition to the fees above.
❖ **Lab Fees** may be applied based on enrollment
❖ *Students may opt out of the Student Involvement & Representation Fee
CSU Fee Statement

The CSU makes every effort to keep student costs to a minimum. Fees listed in published schedules or student accounts may need to be increased when public funding is inadequate. Therefore, CSU must reserve the right, even after fees are initially charged or initial fee payments are made, to increase or modify any listed fees. All listed fees, other than mandatory systemwide fees, are subject to change without notice, until the date when instruction for a particular semester or quarter has begun. All CSU listed fees should be regarded as estimates that are subject to change upon approval by the Board of Trustees, the Chancellor, or the Presidents, as appropriate.

Changes in mandatory systemwide fees will be made in accordance with the requirements of the Working Families Student Fee Transparency and Accountability Act (Sections 66028 – 66028.6 of the Education Code).
Important Dates to Remember for Spring 2022

❖ Payment Deadline is Tuesday, January 18, 2022 by 5:00 p.m.
  ➢ Payments for Late Registration will be due the following Tuesday by 5:00 p.m.
  ➢ Information on Fee Deadlines can be found here: https://www.csuci.edu/sbs/fees-and-due-dates.htm

❖ Tuition and Fees will post to your student account within 24 hours of registration.

TAKE NOTE: Students may be dropped from some or all their classes if payment is not submitted by the published Payment Deadline.
Options for Meeting the Payment Deadline

❖ Pay in Full

❖ Tuition Installment Payment Plan (TIPP)
  ➢ Enroll into a payment plan through your myCI. You must re-enroll each semester to continue using the payment plan.
  ➢ $33 non-refundable payment plan fee applies for each payment plan you enroll into.
  ➢ Instructions on how to enroll can be found here: [https://www.csuci.edu/sbs/documents/howto-tipp.pdf](https://www.csuci.edu/sbs/documents/howto-tipp.pdf)

❖ Third party sponsorship or waiver
  ➢ CSU Employee Fee Waiver/Veteran Fee Waiver
  ➢ State and Veteran Vocational Rehabilitation
  ➢ Corporate or Organization Sponsorship
  ➢ 529 Plan
    ▪ Electronic Fund Transfer (new option) – submit the payment online via myCI
    ▪ Mail
      NOTE: If 529 plan payments are sent by mail, funds should be requested from your 529 Plan Investment Fund at least 3 weeks before the published payment deadline to ensure timely payments. Post dated payments do not prevent disenrollment.

❖ Financial Aid

TAKE NOTE: If the third-party sponsorship, waiver, and/or financial aid that is awarded is not enough to cover the balance due, it is the student’s responsibility to ensure that the remaining balance is paid by the published due date.
Viewing your Account Balance

❖ All account information can be found on your myCI Student Center Page. This information is available to you 24/7.

➢ PLEASE NOTE: You will not receive paper or electronic billing statements.

➢ Instructions on how to view this information can be found here: https://www.csuci.edu/sbs/documents/accountinquiry.pdf

**Step 1**

**Step 2**

**Step 3**

**Step 4**
Options for making your payment

❖ Online via myCI

➢ Electronic Check (no fee for this option). Your funds must be readily available, using a checking or savings account and the account routing number.
  ▪ Instructions can be found here: [https://www.csuci.edu/sbs/documents/echeck.pdf](https://www.csuci.edu/sbs/documents/echeck.pdf)

➢ Credit/Debit Card (a 2.65% merchant fee does apply to all credit/debit card transactions).
  ▪ Instructions can be found here: [https://www.csuci.edu/sbs/documents/creditcard.pdf](https://www.csuci.edu/sbs/documents/creditcard.pdf)

➢ 529 Savings Plan Electronic Transfer

❖ Mail your payment

➢ Make check or money order payable to CSUCI and include your Student ID Number

➢ Post dated payments will *not* prevent disenrollment from classes.

➢ Mail payments to:
  CSU Channel Islands
  Student Business Services
  One University Drive
  Camarillo, CA 93012

❖ Secure Drop Box

➢ Located behind Sage Hall

➢ Please do not submit cash in the drop box.
Important Things to Know about Dropping Classes

❖ After the first day of instruction, students are charged prorated fees for the time they hold space in a class that they choose to drop.

➢ The proration fee is approximately 1% of the applicable tuition balance per day
➢ The proration charge will only take place if you drop units resulting in a lower tuition level and do not replace the units within 3 days (i.e. full-time to part-time or part-time to 0 units).

▪ If you intend to replace the dropped units, we suggest using the “enrollment swap” option in the Academics section of your Student Center page. This will allow you to drop a course and add a course in the same transaction and avoiding the proration of fees. Instructions can be found here: https://www.csuci.edu/registrar/registration-video-tutorials.htm

<table>
<thead>
<tr>
<th>You are eligible for a</th>
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<tbody>
<tr>
<td><strong>Full refund</strong>, if complete term withdrawal is processed on or before</td>
<td>Friday, January 21, 2022</td>
</tr>
<tr>
<td><strong>Prorated refund</strong>, if complete term withdrawal is processed between</td>
<td>Saturday, January 22, 2022 – Sunday, April 3, 2022</td>
</tr>
<tr>
<td><strong>Prorated refund</strong>, if partial withdrawal (i.e. dropping from full time to part time) is processed between</td>
<td>Saturday, January 22, 2022 – Friday, February 11, 2022</td>
</tr>
<tr>
<td><strong>No refund</strong>, if dropping from full-time enrollment to part-time enrollment, and processed after</td>
<td>Friday, February 11, 2022</td>
</tr>
</tbody>
</table>
Here are some examples of the proration of fees

Example 1
❖ Student is enrolled in 12 units and drops to 0 units before Friday, January 21, 2022.
➢ There will be no proration of tuition fees on the account, because all enrollment was dropped prior to the start of the semester.

Example 2
❖ Student is enrolled in 9 units and drops to 6 units on Wednesday, January 26, 2022.
➢ The student will be charged the part-time tuition rate of $2,212 and an estimated $130 in prorated full-time tuition fees for the time space was held in the dropped class.

Example 3
❖ Student is enrolled in 6 units and drops to 0 units on Friday, January 28, 2022.
➢ The student will be charged an estimated $153.41 in prorated part-time tuition fees for the time that space was held in the dropped classes.
How & when are refunds processed?

❖ Any Financial Aid (FA) disbursed in excess of your account balance will be refunded as follows:
  ➢ Our office will begin processing Financial Aid refunds on January 19, 2022.
  ➢ Direct Deposit – highly recommended and the fastest way to receive your refund. Instructions can be found here: https://www.csuci.edu/sbs/documents/how-to-enroll-in-direct-dep-20.pdf
  ➢ Paper Check – The check will be mailed to the mailing address on file. Please allow 2-3 weeks for processing

❖ Out of pocket payments will be refunded to the original payment source, as follows:
  ➢ Our office will begin processing Out of Pocket refunds on February 14, 2022.
  ➢ Refunds for credit/debit card payments will be refunded back to the card that was used.
  ➢ Cash and Electronic Check payments will be refunded as a paper check.

Example: It is payment deadline; student has not been awarded Financial Aid and has an account balance of $3,300. Student signs up for the tuition installment payment plan and makes the 1st payment of $1,100 using a credit card. Financial aid in the amount of $5,000 is later awarded and disbursed.
  ➢ $2,200 of Financial Aid will pay off the account balance
  ➢ $1,100 paid by the credit card will be refunded directly back to the card
  ➢ $1,700 of the remaining financial aid will be refunded directly to the student or parent accordingly.
Can you discuss my account with my parent or supporter?

The Family Education Rights and Privacy Act is a Federal Law that protects all student records, without the form we cannot disclose information to anyone but the student.

❖ The form must be renewed every academic year.
❖ Your parent or supporter must be able to provide an access code for us to release information regarding your education record.
❖ When completing the form, you must specify each individual department and record(s) to be released.
❖ We will not be able to disclose any specific account details to anyone other than the student regarding billing statements, charges, credits, payments, past due amounts, and/or collection activity without proper authorization in place.
What is a 1098-T Statement?

- The 1098-T tax form is a Tuition Statement provided by higher education institutions to all eligible students who paid for Qualified Tuition and Related Fees (including non-resident tuition) during the calendar year.

- The form contains information about qualified tuition and related expenses to help determine whether you, or the person who can claim you as a dependent, may take either the tuition and fees deduction or claim an education credit to reduce Federal income tax. For more information, see IRS Pub. 970, Tax Benefits for Higher Education.

- The form is made available to students in January of each year through your myCI portal.

- Instructions on how you can obtain the 1098-T form can be found here: [https://www.csuci.edu/sbs/documents/howtoaccessform1098tinmyci.pdf](https://www.csuci.edu/sbs/documents/howtoaccessform1098tinmyci.pdf)
Dolphin ID Card

❖ A $15 Dolphin ID Card fee will automatically be included in tuition and fee charges posted to your student account.

❖ Here are some examples of how you can use your Dolphin ID Card:
   ➢ Checking out books at the Library
   ➢ Printing/Copying on Pharos Printers in the Library
   ➢ Paying for Food at Dining Locations on Campus
   ➢ Bus Pass

❖ How can I obtain my Dolphin ID Card?
   ➢ Prior to the start of the Spring 2022 semester, you will receive an email from Student Business Services inviting you to upload a photo for your Dolphin ID Card.
   ➢ Once the photo is received and approved, your Dolphin ID Card will be printed and mailed to your address listed in your myCI account.
   ➢ More information about the Online Photo Submission process may be found here: https://www.csuci.edu/cardservices/photo-submission.htm
   ➢ If you choose not to upload a photo through Online Photo Submission, you may receive your Dolphin ID in-person at the Cashier’s Window during normal business hours.
How can I contact Student Business Services?

❖ **Contact Us:**

➢ Sage Hall, Enrollment Center
➢ Cashier Window Hours:
  ▪ Monday through Friday from 9:00 a.m. to 4:30 p.m.
➢ Phone: (805) 437-8810
  ▪ Phone Hours: Monday – Friday 9:00 a.m. – 4:30 pm
➢ Email: sbs@csuci.edu

❖ **Resources:**

➢ Website: [www.csuci.edu/sbs/](http://www.csuci.edu/sbs/)
  ▪ “How to” videos and PDF
  ▪ Important updates

*Valid photo ID required for in-person transactions*
Frequently Asked Questions

❖ Is tuition charged per unit?
➢ At CSUCI tuition and fees are charged to your student account by a part-time or full-time fee schedule. Students who are enrolled in 6 units or less will be charged the part-time fee schedule. Students who are enrolled in 6.1 units or more will be charged the full time fee schedule.
➢ The tuition and fee schedule can be found here: Current Fee Schedule
➢ Non-resident students are charged $396/unit in addition to the part-time or full-time fee schedule.

❖ How can I view the charges due on my student account?
➢ Students can view their account balance 24/7 through their myCI portal by viewing the “account inquiry” link located in the Finances Section of your Student Center page.
  ▪ Instructions on how to view this information can be found here: https://www.csuci.edu/sbs/documents/accountinquiry.pdf

❖ When will I receive my billing statement?
➢ Our office does not send paper or electronic billing statements. It is the student’s responsibility to view their account balance in their account inquiry and submit their payment by the published payment deadline.

❖ How can I pay for tuition and fees?
➢ We accept cash, personal checks, money orders and cashier’s checks at the Cashier’s Window. We accept MasterCard, AMEX, Discover, Visa and Diner’s Club cards online, with a 2.65% non-refundable merchant fee added to the transaction. We accept electronic check payments online. We accept wire transfers online. Checks must be made payable to CSUCI.

❖ Where can I mail my payment?
➢ All check and money order payments that are directly mailed to SBS need to arrive prior to or by the 5:00 p.m. payment deadline in order to avoid disenrollment and/or late fees. Post dated checks will not prevent disenrollment. Payments may be mailed to:
  Student Business Services, Sage Hall
  California State University Channel Islands
  One University Drive
  Camarillo, CA 93012

❖ What are some common mistakes I should avoid when submitting my payment?
➢ Make sure to provide yourself with plenty of time to submit your payment. Our office must receive your payment by the published payment deadline to avoid disenrollment from classes.
➢ If you are paying with debit/credit card or electronic check, it is important that you enter your account information correctly. Even if the account information is transposed by one digit, can be cause for the payment to be returned. We do suggest to always check with our bank to verify what set of numbers/characters are required to submit an electronic check, as not all banks follow the same format.
  ▪ All returned payments are assessed a $25 return payment fee and may be cause for you to be disenrolled from some or all your classes.
Frequently Asked Questions cont’d...

❖ Can I use a payment plan to pay my tuition and mandatory campus fees?
  ➢ Yes, we offer an installment plan which separates your bill into three payments [specific due dates are listed in the Tuition/Fee Assessment Calendar]. Students can also find the tuition payment deadline on their CI Record. If the balance due is not paid by the published payment deadline, you may be dropped from some or all your classes.
  ▪ Students may enroll into the Tuition Installment Payment Plan (TIPP) and/or Housing Installment Payment Plan (HIPP) through their myCI. There is a $33 non-refundable fee for each payment plan you enroll into, which is due with your first payment. Instructions can be found here:

❖ Why do I have a balance when my fees are being paid with financial aid (loans or grants)?
  ➢ There are two types of financial aid (FA) – an anticipated credit and an actual credit. An anticipated FA credit is money you expect but has not yet been received. An actual FA credit is money that has been disbursed or posted to your student account. You can deduct the amount of anticipated financial aid from the amount you owe, remitting only the remaining amount by the due date.

❖ What happens if my Financial Aid does not pay all my fees?
  ➢ Students are responsible for paying any remaining account balance after Financial Aid is applied. Payments for any balance due must be made by the published payment deadline. Failure to do so can result in disenrollment from classes.

❖ I am eligible to receive a refund, how will I receive my refund?
  ➢ The fastest way to receive a refund is by enrolling in Direct Deposit through your myCI account. If you have not enrolled in direct deposit, your refund will be issued as a paper check and mailed to the mailing address on file. Instructions on how to enroll in Direct Deposit can be found here: https://www.csuci.edu/sbs/documents/how-to-enroll-in-direct-dep-20.pdf.

❖ What if I paid by credit card, how will I receive my refund?
  ➢ The refund will be processed back to the credit card used in the original transaction.

❖ Will I receive a refund if I drop my class(es) before the first day of the term?
  ➢ Yes, but only if you drop all classes BEFORE the first official day of the term.

❖ How much will I be refunded if I drop on or after the first day of the term?
  ➢ Beginning with the first day of the term, refunds for complete withdrawals will be prorated based on the date of withdrawal and up to the 60 percent point of the term length for the academic period. Refunds are processed automatically. A student who officially withdraws after the 60 percent point of the term in the academic period will not be entitled to a refund.

❖ I have a tuition waiver (VA, employee/dependent, etc.). Will this cover all my expenses and fees for the semester?
  ➢ A tuition waiver will only cover the tuition specific fee. All registration mandatory campus-based fees are due by the semester payment deadline.
We’re here to support you, please contact us with questions!

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