SBS FAQ's

General SBS Information
Q: What is the Student Business Services Office responsible for?
A: The Student Business Services Office provides a variety of financial services to all students. These include receipt of all student and departmental payments, ID card services, distribution of Financial Aid and payroll checks, collections, third party billing, fee waivers, housing and tuition installment payment plans, student account analysis and fee verifications.

Q: Where is the Cashier’s Office located?
A: The Cashier’s Office is located in the Enrollment Services Center, first floor of Sage Hall.

Q: What are your office hours?
A: Wednesday and Friday, 10:00 am to 2:00 pm. Any closures will be listed on the SBS website or posted at the Cashier’s Office.

Student Account Information
Q: Where can I see how much I owe?
A: In your MyCi account, look at the Finances section, under the financial account summary.

Q: How much do I owe?
A: Open your student portal, and find the total amount of FA that you have accepted. Subtract $2,117 (if less than 6.0 units) or $3,266 (if 6.1 units or more). If the answer is negative, you will have a balance, which needs to be paid by the initial payment deadline as listed in the Tuition/Fee Assessment Calendar. If the answer is positive, you will have a refund, which will be mailed to you or deposited directly into your account (if you have submitted the appropriate paperwork).

Q: Will I receive a bill for any of my student charges?
A: No, you will not receive a bill. Students are responsible for checking their MyCi accounts on a regular basis to remain informed of any charges owed to the University.

Q: I do not understand my statement. Who can help me?
A: Call the Cashier’s Office at (805) 437-8810 or visit us in-person in the Enrollment Center, located on the first floor of Sage Hall.

Payment Information
Q: Can I pay before I register for classes?
A: The only fees that can be paid before registering for classes are the non-refundable Intent to Enroll Fee for incoming students. The fee is $100 and will be credited towards your registration fees when you enroll.

Q: When is the due date for paying tuition?
A: Tuition payments are due by 5:00 pm by the date 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 this time, student may be dropped from your classes.

Q: How can I pay for my tuition fees?
A: 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 on-line, with a 2.75% non-refundable merchant fee added to the transaction. We accept wire transfers on-line. Checks must be made out to CSUCI. Mailed payment must be received in our office by the due date or it will be considered late.

Q: Why is there a merchant fee added to the transaction?
A: CASHNet is an independent company who provides an outsourced solution so the University can provide more payment options to students. The merchant fee covers the cost of the service, the software provided, and the cost of maintaining a secure site at which to make the payment.

Q: Does the University make any money off of the merchant fee?
A: No, the University does not make any money off of the merchant fee.

Q: How can I avoid paying the merchant fee?
A: You can avoid paying the convenience fee by choosing to pay by check, e-check, cash or money order.

Q: Where can I mail my payment?
A: Payment checks that are mailed directly to SBS still need to arrive prior to or by the 5:00 pm payment deadline as listed in the Tuition/Fee Assessment Deadline in order to avoid disenrollment and/or late fees. Post-dated checks are not an exception. Payments can be mailed to:
   Student Business Services, Sage Hall
   California State University, Channel Islands
   One University Drive
   Camarillo, CA 93012

Q: What happens if my check or credit card is dishonored?
A: For each dishonored check or credit card, a $25 fee will be assessed to your account. A dishonored check or credit card is the same as no payment in terms of completing your registration.

Q: What will happen to me if I do not pay my fees by the listed due date?
A: Should a student or former student fail to pay debt owed to CSUCI, the university may withhold permission to register; to use facilities for which a fee is authorized to be charged; or to receive services, materials or merchandise or any combination of the above until the debt is paid (sections 42380 and 42381 of title 5, California Code of Regulations). For example, Channel Islands may withhold permission to receive official transcripts from any person owing a debt. The student will also be disenrolled from their courses if they fail to pay their fees by the due date posted for that particular semester.

Q: My employer is paying my registration fees but they require a breakdown of the charges, where can I obtain this?
A: Contact the Student Business Services office by phone or email. The office can provide verification of your registration fees.

Q: Can I pay using a wire transfer?
A: Yes, payment by wire transfer through Western Union Business Solutions can be accomplished through your MyCI account. Please refer to the SBS website for step-by-step instructions on completing a wire transfer payment.

Financial Aid Information
Q: Why do I have a balance when my fees are being paid with financial aid (loans or grants)?
A: There are two types of financial aid (FA) - an anticipated credit and an actual credit. An anticipated FA credit is money you expect but which hasn't yet been received. An actual FA credit is money that's been disbursed 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.

Q: What if I don't see the anticipated financial aid on my student account that I expected?
A: If no expected anticipated financial aid appears on your account, it's most often because you didn't apply for financial aid on time or fully complete the process to accept your aid. It takes time to process a financial aid application, especially in cases requiring verification, so make sure you meet all deadlines. It's your responsibility to make sure that all anticipated financial aid credits becomes actual financial aid credits by applying on time and completing all steps required by the published date to be authorized to receive your aid. Late charges will not be removed because of a delayed application, and you may be subject to disenrollment if fees are not paid or otherwise resolved by the payment due date.

Q: What happens if my Financial Aid does not pay all my fees?
A: Students are responsible for paying any remaining account balance after Financial Aid is applied. Failure to do so can result in disenrollment from classes.

Q: I am a Financial Aid student and have changed the number of registered units. How will this affect my financial aid?
A: Financial Aid is awarded based on the number of units. When units are changed (dropped or added), your Financial Aid award will be recalculated based on your new enrollment. The student is responsible for paying any resulting balance within 10 days of notification or by the fee payment deadline for the term, whichever is sooner.

Payment Plan Information
Q: Can I use a payment plan to pay my tuition and mandatory campus fees?
A: Yes, we offer an installment plan which separates your bill into three payments (specific due dates are listed in the Tuition/Fee Assessment Calendar). There is a fee of $33 non-refundable fee to use the payment plan, which is due with your first payment. Each payment must be received by 5:00pm on the due date. If payment is not received by the stated due date, a $25 late fee will be assessed.

Q: How can I sign up for a tuition payment plan?
A: You can apply to use a tuition installment payment plan through your MyCi account. A how-to guide can be accessed at http://www.csuci.edu/sbs/documents/tipp-how-to.pdf.

Q: What happens if I miss an installment of my payment plan?
A: If you do not pay the 1st installment in full by the published due date you may be dis-enrolled from classes. If you miss the 2nd and any following installment payment plan due dates, a $25 late fee will be assessed to your account and a financial hold applied to your account. Defaulting on payments will prohibit you from being able to use the installment payment plan in future terms.

FERPA Information
Q: My parents are helping me pay for college. How can they learn about my balance?
A: Your parents can call the SBS office at (805) 437-8810, but only if you have completed a FERPA form for SBS. If this form is not completed, the SBS staff cannot share any specific information about your account.

Q: What is the FERPA?
A: FERPA is the Family Education Rights and Privacy Act. This prohibits the SBS office from discussing account information to anyone other than you without your written consent. You must sign a FERPA release form every academic year in order for us to discuss any financial account details with anyone other than yourself. There are separate FERPA forms for Admissions, Financial Aid, Housing and SBS.

Q: I've signed a FERPA with the SBS Office listing my parents. What information will be released to them?
A: With a signed SBS FERPA form, the SBS Office will only disclose financial account information.

Q: How can my parents make an online payment towards my balance?
A: Through your MyCi account, you can create a Parent PIN, which will allow them access only to make an online payment. This will not grant them any other access or the ability to view any other information.

Refund Information
Q: I am eligible to receive a refund from my account. What is the quickest (safest) way to receive the refund?
A: The quickest 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 by check, and can only be mailed to your address on file.

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

Q: When will I receive my Financial Aid refund?
A: Refund regulations for the California State University System are prescribed by the California Code of Regulations, Title V, Section 41802. Sign up for Direct Deposit for the quickest, most convenient and secure way to have refunds directly deposited to your bank account. Allow 2-3 business days for processing. Refund checks may also be mailed to the address on file with Records & Registration. Allow up to 10 days for delivery. Payments made by credit card will be credited back to the original card number. The 2.75% credit card service fee is not refundable. Please allow 4-6 weeks for refund processing.

Q: I never received my Financial Aid refund check. What should I do?
A: If you have not receive a refund check after 14 calendar days of when the refund is processed on your account, please submit a Request For Stop-Payment form to the SBS office. We will request that Accounts Payable verify that the check was not cashed and reissue another refund check.

Q: I received a refund check and now I am being charged for something else. Why?
A: Refunds are calculated as of a particular date. After that date, you may be charged for something else. We advise to check your MyCi account for additional information. This situation is rare, but could occur (for example) if a student is enrolled in 9 units, drops to 6 units, receives a refund, and then re-enrolls for 3 units after the refund has processed.
Q: If I drop my classes before the first day of class, will I get all of my money back?
A: Yes, but only if your drop all classes BEFORE the first official day of the term.

Q: How much will I be refunded if I drop on or after the first day of class?
A: Classes dropped on or after the first day of classes are subject to a pro-rated refund up to the 60% point in the semester) when no financial credit or refund will be processed. Fees will not be reversed or waived for courses dropped after that date except for students with extenuating circumstances. Additional information is available by calling (805) 473-8810.

Q: Do I have to pay fees if I do not drop on or after the first day of class even if I never attend the courses?
A: Prospective students who register for courses offered by the university are obligated for the payment of fees associated with registration of those courses. Failure to cancel registration in any course for an academic term prior to the first day of the academic term gives rise to an obligation to pay student fees including any registration fees for the reservation of space in the course.

Q: How much will I be refunded if I drop on or after the first day of class?
A: Beginning with the first day of instruction for 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 in the academic period will not be entitled to a refund.

Tuition Waiver Information
Q: I have a tuition waiver (VA, employee/dependent, etc). Will this cover all of my expenses and fees for the semester?
A: A tuition waiver will only cover the tuition. All registration mandatory campus fees (Associated Students fee, Health Services Fee, etc.) are due by the semester payment deadline.

Q: I have a tuition waiver. Will this waive any of my registration fees?
A: No, all students are required to pay the registration fees each semester. Same question as above, no?

Q: Do I have to renew my VA tuition waiver every term or year?
A: Yes, your VA waiver must be renewed with the County VA office every year.

Q: What waivers does CSUCI accept?

Financial Holds and Past Due Notifications
Q: How long does it take to clear a financial hold?
A: Currently the process to remove a financial hold is a manual process. Please call the Student Business Services office after submitting payment in order to ensure the hold is removed.

Q: I need to register but I have a financial hold on my account. What can I do?
A: University policy is, students must be paid in full prior to registering for future terms. The financial hold will need to be resolved before registering for the next term.
Q: I need to register but I have a financial hold on my account. Can I make a payment arrangement so that I can register?
A: Payment arrangements are not offered to cover past due balances. Your account will need to be paid in full before registering for a future term.

Q: I received a past due notification. Why?
A: Students with an outstanding balance will receive a notification sent to the email address on file. Specific information regarding the balance can be seen on your MyCi account. If you have further questions (or you are not able to access your MyCi account), please contact Student Business Services at (805) 437-8810.

Q: How can I dispute a balance owed to the university?
A: A student who does not believe s/he owes all or part of an unpaid obligation should contact the Cashier’s Office at (805) 437-8810. The Collections Specialist will review pertinent information, including information the student may wish to present, and advise the student of the conclusion regarding the debt.

Q: I have a library hold, can I pay the library fine at the Cashier’s office?
A: No, you must pay the library fine at the John Spoor Broome Library. Please contact the library for further information at (805) 437-8561.

Q: I need my 1098-T in order to file my taxes. Where can I get it?
A: Student can access their 1098-T by visiting https://cgi.ecsi.net/cgi-bin/bcgi.exe?bcgiu4.

Q: I looked for my 1098-T form on ECSI but no record was found, why?
A: there are 2 reason why you would not be issued a 1098T form; if you received sufficient Grants, Scholarships, fee waivers or 3rd party assistants or you didn’t have any eligible enrollment in that tax year.

Q: What is the new Student Involvement Representation Fee?
A: The Student Involvement and Representation Fee (SIRF), a new voluntary $2 student fee, goes into effect starting the Fall 2015 term. The fee has automatically been charged to your account. You can opt out of the fee via your student portal. The SIRF fee is used to support the student leadership, involvement, governance, and advocacy programs managed by the California State Student Association (CSSA). For more information, please visit http://www.csustudents.org/our-priorities/sirf/

Q: Why do I pay Student Body Center, Student Body Association, Health Facilities, Health Services, Instructionally Related Activities (IRA), and Campus ID fees even though I might not use those particular services?
A: These campus fees are mandatory and all students are required to pay them.

Q: My student has health insurance. Do we still need to pay the Health Facilities and Health Services Fees?
A: The Health Facilities and Health Services fees are two of several mandatory registration fees. It provides all students access to healthcare, regardless of insurance.
Tutorials are available on the website for all of the following topics:

- View your student account
- Create Tuition Installment Payment Plan
- Pay online with credit card
- Pay online with electronic check
- Pay online with a wire transfer
- Enroll in Direct Deposit
- How to make an Intent to Enroll payment
- How to access 1098-T tax forms
- How to enroll in an Online Housing Installment Payment Plan
- How to create a parent pin
- How to view your account inquiry