

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.



California State
University

C H A N N E L
I S L A N D S



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:
 - <https://www.csuci.edu/sbs/documents/howto-tipp.pdf>
 - <https://www.csuci.edu/sbs/documents/hipp.pdf>
- ❖ **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.



California State
University

C H A N N E L
I S L A N D S

