

# BILLING INFORMATION

Invoices/statements are only available electronically through TouchNet.

- Electronic statements are provided through TouchNet and up-to-date balances are available 24/7 at this secure site.
- Students and parents can now easily process electronic payments for all enrollment-related charges.
- Our on-line portal now allows families needing deferred payment options to quickly set up monthly payment plans.

## Financial Aid

Accounts may be settled with financial aid funds. Please contact the Office of Financial Aid at 336-316-2354 for more information.

## Accounts Receivable Holds/Past Due Accounts

**Accounts Receivable Holds** are placed on a student's account when the amount billed is not settled by the due date. **A student's account becomes Past Due after the first day of classes at the beginning of each semester.** All charges incurred subsequent to the first day of classes are expected to be paid in full immediately. If those charges are not paid immediately, they then become **Past Due** at the time of the next billing period where the account will be listed as **Past Due**. An Accounts Receivable **Hold** will remain on the student's account until the balance is settled in full. An Accounts Receivable **Hold** will prevent students with past due balances from registering for future semesters and from receiving transcripts.

38 USC 3679(e) of the Veterans Benefits and Transition Act of 2018 prohibits schools from imposing financial penalties for 90 days after the certification of tuition and fees for Chapter 31 and 33 students who submit a Certification of Eligibility to the institution. Financial penalties, including late fees or financial registration holds, are not assessed during this period.

Chapter 31 and 33 students are responsible for any applicable late fee or financial registration hold if financial obligations are not met after the 90 day period due to a delayed disbursement of VA funds or an outstanding balance.

**If you do not plan to enroll in Fall 2021 or Spring 2022:**

**Once registered, you are officially enrolled at Guilford and financially responsible for charges.**

**If you decide not to attend classes, you must withdraw from the semester by contacting the Office of Academic and Student Affairs in Founders Hall.**

## Refunds and Adjustments

Registration at Guilford College is considered a contract binding the student for charges for the entire semester. The College makes plans regarding teaching faculty based on student registrations. It is the policy of Guilford College to give partial refunds when students officially withdraw from the College. A "**refund**" is defined as a reduction in assessed charges. Cash reimbursements are only available to students with credit balances on their accounts.

## Tuition Adjustments

Subject to the adviser's approval, a student may change registration and add courses through the end of the Drop/Add period – defined as one week and one class day after the first official day of classes. If the course load is reduced to below 12 credits during the Drop/Add period and the student is

no longer eligible for financial aid requiring half-time or full-time enrollment for the term, then the financial aid will be reduced or canceled in accordance with state and/or federal requirements.

Adjustments are calculated based on the date a student makes a registration change on BannerWeb or submits a drop/add form to the registrar's office.

## Withdrawal from the College

Students who officially and completely withdraw from Guilford College **Before** the first official day of classes will receive a full refund of tuition and academic and student activity fees assessed. If you do not plan to enroll at Guilford College for the 2021-2022 school year, you must complete an official Withdrawal form through the Office of Academic and Student Affairs in Founders Hall (336-316-2186). However, any non-refundable deposits and/or registration fees will not be refunded. The first official day of classes each semester is defined on the academic calendar.

Once registered, you are officially enrolled at Guilford College and are financially responsible for charges on your account. A request to the registrar for a transcript of credits shall not be considered notice of withdrawal from the College. Similarly nonattendance is not a notice of withdrawal. Students must submit a Petition for Withdrawal/Leave of Absence form through Office of Academic and Student Affairs to officially withdraw from the College.

For students who officially and completely withdraw after the beginning of classes, their assessed tuition charges will be prorated according to the schedule below. All academic and student activity fees assessed are not refundable after classes begin.

Fee	Adjustment
First day of class through the end of the Second Week of the semester	90% Adjustment
Within the second or third week of a semester.	75% Adjustment
Within the third or fourth week of a semester.	50% Adjustment
Within the fifth to the sixth week of a semester.	25% Adjustment
Within the fifth to the sixth week of a semester.	No Adjustment

Students should be aware that withdrawal from classes may result in adjustments to financial aid awards. For withdrawing students who are receiving federal financial aid through Guilford College, the aid adjustment is dictated by federal regulations.

## Reimbursement of Credit Balances

Reimbursement of credit balances from overpayments will be made approximately two weeks from the day the credit is created. To the extent that funds paid to Guilford College on behalf of the student exceed the total amount of tuition, fees, and other expenses due from the student, the College will reimburse such excess payments (excluding any non-refundable financial aid) directly to the student, regardless of whether funds were paid by the student, the student's parents or any other third party. Guilford College assumes no responsibility for remitting such excess payments to any person other than the student. All reimbursements are processed through TouchNet. Students expecting a refund should set up their Refund Method Selection in their TouchNet account. Guilford College

recommends the Direct Deposit option as the fastest and most efficient method to receive reimbursement funds.

The Office of Registrar and Student Accounts and the Office of Financial Aid are open for service in the basement of New Garden Hall on Monday to Friday from 8:00 a.m. to 5 p.m., exclusive of College holidays. The email address for the Office of Financial Aid is [financialaid@guilford.edu](mailto:financialaid@guilford.edu) (<http://www.financialaid@guilford.edu>). The email address for the Office of Student Accounts is [studentaccounts@guilford.edu](mailto:studentaccounts@guilford.edu).