

San Mateo County Community College District
Fee Payment
Questions and Answers

Q: Why must I pay my fees at the time of registration?

San Mateo County Community College District policy requires students to pay all fees at the time of enrollment. The policy states that students will be dropped from classes for non-payment of fees. If students are unable to pay their fees, they should apply for federal financial aid or enroll in an inexpensive payment plan offered by Sallie Mae in order to prevent being dropped from classes.

When must I pay my fees?

All fees are due at the time of registration. You may either pay by credit card, check or cash. Students are assessed enrollment, health, student body, student representation and in some cases, instructional materials fees. You are responsible for paying all your fees in order to prevent being dropped from classes for non-payment.

Q: What should I do if I can't afford to pay my fees at the time of registration?

You should apply for financial aid, by filling out the FAFSA (www.FAFSA.gov), or sign up for a payment plan (the district payment plan is administered by Sallie Mae) to spread your payments out during the semester. Receiving a BOGG waiver will not cover all your fees. You are responsible for paying any remaining balance.

Q: What happens if all my fees aren't paid and I didn't apply for a payment plan or financial aid?

You will be dropped from all your classes for non-payment of fees on January 5 for registrations before January 5th.

Q: What happens if I only owe \$1.00 on January 5 when the drop for non-payment occurs? Will I still be dropped from my classes?

Yes. Students must have paid all their fees in full, applied for financial aid by filing a FAFSA at least five days prior to the drop date, or enrolled in a payment plan in order not to be dropped.

Q: What happens if I've been dropped from my classes for non-payment?

If you are dropped from your classes for non-payment, you will need to try to re-enroll in the classes you were originally enrolled in or select other classes. If you believe you were dropped in error because you 1) paid all your fees, 2) filed a FAFSA at least 5 days before the drop date,

3) enrolled in a payment plan or 4) have your fees paid for by a third party, contact the Admissions Office.

Q: How do I enroll in a payment plan?

After you register for your classes in WebSMART, follow the link to “Payment Plan.” You’ll then be provided additional information about how to complete your enrollment. If you only use cash, you will not be able to participate in the payment plan.

Q: What are the costs associated with the payment plan?

A summary of all the fees associated with the payment plan is listed below.

Fees payable by students who sign up for the payment plan		
Description of Fee	Amount	Remarks
Sign-up fee	\$ 20	\$20 per semester.
Late Fee	\$ 10	\$10 for each late payment, maximum is \$20 and plan is canceled when payment is late for the second time.
NSF Fee	\$ 15	\$15 for each check returned due to non-sufficient fund in the bank account.
Interest	\$ -	No interest will be assessed for any balance on the payment plan.
Credit Card Fee	\$ -	Credit card fees are absorbed by the District if students pay by credit card.

Q: How do I make payments?

You can make payment plan payments via paper check, electronic debit from your checking or savings account, and credit cards. If you only use cash, you will not be able to participate in the payment plan.

Q: Is there any minimum amount I need to owe in order to sign up for a payment plan?

Yes, you must owe at least \$50 in order to sign up for a payment plan.

Q: What if I add or reduce my total unit load such that my payment plan balances changes?

You must contact Sallie Mae to inform them that your fee balance has changed. They can assist you in adjusting your payment plan up or down. You can contact Sallie Mae at <https://tuitionpay.salliemae.com>

Q: What if I default on my payment plan?

If you default on your payment plan, you will have a hold placed on your record and you will not be able to register for any subsequent terms until the balance is paid in full. You will not be able to request official transcripts until your fees have been paid in full. In addition, you will be sent to collections for the outstanding fees owed to the college.

Q: Who should I contact if I have a question about my payment plan?

You should contact Sallie Mae directly at 1-800-635-0120. They are administering the payment plans for the three colleges. The college will not have any detailed information about your payment plan.

Q: Can I sign up for a payment plan at any time during the semester?

There will be a deadline date established each semester. After that date you will not be able to sign up for a payment plan. (See website for date.) The later that you sign up for the plan, the fewer payments you'll make but the amounts will be larger.

Q: When will my last payment be due for the spring, 2012 semester?

The last payment date is April 5. You must have a \$0 balance at that time in order to register for the next semester.

Q: Do I have to be determined eligible for financial aid in order not to be dropped from my classes by the deadline?

No. If you file a FAFSA by December 27, which is 5 business days before the drop date (January 5 for spring, 2012), you will not be dropped. But you must apply early so that your financial aid can be processed.

Q: I have applied for and received a Board of Governor's Grant (BOGG) waiver. Will this waiver cover all my fees?

No, the BOGG only covers the enrollment fees. It does not cover additional fees you are assessed (e.g. health fee, student body fee). If you cannot pay these additional fees, you are encouraged to apply for federal financial aid by filling out the FAFSA (www.FAFSA.gov). You must pay all your fees in order not to be dropped.

Q: What if I have an outstanding balance from a prior semester?

You are encouraged to pay your outstanding balance from prior semesters before enrolling in the spring 2012 term. Outstanding fees from prior terms will be included in the calculation of fees owed. You may enroll in a payment plan to assist in paying your fees from prior terms. If you do nothing to alleviate your prior debt you will be dropped from all your classes for non-payment of fees on January 5.

Q: I'm an international student? When will I have to pay my fees?

International students must meet the same fee deadlines as all other students. You will need to pay your fees by January 4 in order not to be dropped. You should sign up for a payment plan if you cannot pay your fees by January 4.

Q: My fees are paid by a third party. What do I need to do not to be dropped on January 4?

When signing up for classes, you will also be able to update information on WebSMART to indicate that your fees are paid for by a third party. Documentation will be required.

The colleges will also assist in identifying those students whose fees are paid for by third parties and not drop them on January 5. You should check with the Cashier's Office to make sure that we know your fees are paid for by a third party (e.g. Veteran's Administration, Department of Rehabilitation, etc.) Please be reminded that some third party payers only pay enrollment fees. You will be responsible for the other fees that are assessed students (e.g. health fee, student body fee.)

Q: Will I still be able to pay by check?

Yes, you will be able to pay by check as long as your check arrives by December 15. After that date, you will need to bring your check in person to the Cashier's Office at any of our three colleges in order to prevent being dropped from your classes. NOTE: Cañada College will be closed December 19 – January 2. You may take your check to the CSM or Skyline.

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