

## **Important Information**

### **Student Financial Responsibility**

In order to attend VCU, students who register:

- Must assume the responsibility of full payment for tuition and fees generated from that registration.
- Must assume the responsibility of full payment for all housing, dining and other applicable miscellaneous charges.
- Must keep a current active mailing address on file with Enrollment Services. (Refunds and tax forms are not issued to students with inactive mailing addresses).
- Must establish an official VCU email address and read their email on a regular basis, since email will be used to notify students when their bills are available in the Billing and Payment Website. Failure to acknowledge and review the electronic bill does not relieve responsibility for timely payments.

The university reserves the right to revise or alter all tuition and fees, and regulations pertaining to student tuition and fees, and collection procedures at any time.

### **Tuition and Fee Charges**

Tuition is determined by the student's residency status, the number of credit hours for which the student is registered, the student's course of study, and the student's classification level.

An undergraduate student registered for 12 to 18 credit hours during any semester is classified as full-time and is charged a flat rate for tuition and fees. An undergraduate student enrolled for more than 18 credit hours during any semester will be charged an overload tuition fee on a per credit hour basis above the full-time tuition rate.

A graduate student enrolled for 9 to 15 credit hours during any semester is classified as full-time and is charged a flat rate for tuition and fees. A graduate student enrolled for more than 15 credit hours during any semester will be charged an overload tuition fee on a per credit hour basis above the full-time tuition rate. The overload tuition fee will not apply to students in first professional programs.

Students registered for less than a full-time course load are charged a per credit hour rate based on their classification/program.

Non-degree seeking students are classified as DHG (Degree Holder Graduate), if they enroll in one or more graduate courses. DHG students are charged graduate tuition rates.

Non-degree seeking students are classified as DHU (Degree Holder Undergraduate), if they enroll in all undergraduate courses. DHU students are charged undergraduate tuition rates.

Holiday Intersession courses are billed on the spring bill, but are computed separately from the spring semester's charges. The cost of a Holiday Intersession course is the standard per credit hour tuition with no fees.

Effective July 2006, a student with in-state status for tuition purposes who exceeds 125% of the credit hours needed to complete his program will be assessed a tuition surcharge.

There are mandatory fees in addition to tuition associated with enrollment in classes that include the activity fee (Monroe Park Campus students), student government fee (MCV Campus students), university fee, technology fee, health fee (full time students; optional for part-time students) and capital outlay fee (non-resident students). In addition, there are fees charged for special programs and/or courses in addition to the standard tuition and mandatory fees.

Additional tuition and fee information is available online at:  
[http://www.enrollment.vcu.edu/accounting/tuition\\_fees.html](http://www.enrollment.vcu.edu/accounting/tuition_fees.html)

### **Housing and Dining Charges**

If the student has signed contracts for dormitory and dining plans and these charges do not appear on the bill, please contact the Housing and or Dining Services Offices immediately, since they are responsible for assessing these charges to your bill. You may add these charges to the bill when remitting payment in anticipation of the charge(s) being assessed.

### **Payment Instructions**

Payment is due by the start of the semester. Please pay by the due date indicated on the bill. Students whose payments are received after the payment deadline may be assessed a late fee and a financial hold may be placed on the student record.

Credit card and web check payments may be made online. To mail a check payment please detach the "remittance advice" on the bottom portion of the online bill (billing statement) and remit with the check payment to the address indicated on the remittance advice.

If you do not have a remittance advice, please send your payment to:

Virginia Commonwealth University  
Cashier's Office  
P. O. Box 843031  
1015 Floyd Avenue, 1<sup>st</sup> Floor  
Richmond, VA 23284-3031

Certified mail or express mail payments must be sent to the above street address; do not send these payments to the address indicated on the remittance advice.

Mailed payments should be in the form of check or money order. Credit card payments may only be made online. To avoid a late fee, payment must be posted on the student's account on or before the payment due date.

Tuition payment drop boxes are conveniently located on both campuses in:

Harris Hall, First Floor  
VMI Building, Room 323

These tuition payment drop boxes are processed by VCU Cashiering Operations. Please do not deposit cash in the payment drop boxes.

### **Payment Methods**

Personal checks, money orders, or cashier's checks should be made payable to Virginia Commonwealth University and include the student's name and student V number (indicated on the bill) on the face of the check. All returned check payments including web check payments made online with invalid account information will be assessed a \$50 dishonored check fee.

MasterCard, Discover and American Express credit card payments may only be made online. A convenience fee of 2.75% (minimum of \$3) will be charged for all credit/debit card payments. The convenience fee is nonrefundable under any circumstances. VISA is not accepted.

In accordance with credit card regulations, the university will refund any credit card balance which results on an account as the outcome of a credit card payment to the credit card company. Any remaining credit balance will be refunded to the student.

Cash is taken only at the Cashier's Office located at 1015 Floyd Avenue. Hours of operation are 9 a.m. until 3 p.m., Monday through Friday. Please do not mail cash or deposit it in the payment drop boxes.

### **Installment Payment Plan**

VCU offers an Installment Payment Plan (IPP) in the fall and spring semesters only. All students currently enrolled at Virginia Commonwealth University with a current account balance of \$100 or greater are eligible for participation on the IPP. Any outstanding balance from a prior semester must be paid in full in order to be eligible for the IPP. Students should enroll in the IPP within the first three weeks of the semester.

Third party payments including trust payments and educational account distributions (529 payments) will reduce the student's overall balance. These payments will not count as the installment payment.

Increases in the student's account balance will result in an increase in the installment payment amounts. Installment amounts must be paid in accordance with the payment due dates in order to avoid a late payment penalty.

Students who receive financial aid are also eligible for participation on the IPP. If the student's *net balance due* is \$100 or greater after the financial aid funds are applied in full, the remaining amount may be paid by installments.

In some cases, a student may receive a financial aid refund, and then subsequent charges for the semester are added to the student's account. If the student has received a refund, he or she is ineligible to participate in the IPP, unless the refund has been repaid to the

university in full. The student must then pay the initial payment and follow the instructions to enroll on the IPP.

Please select the “Payment Plans” tab for instructions concerning enrollment on the IPP.

### **Financial Aid**

If authorized aid appears on the bill, it has been subtracted from the balance due. Memo aid may appear on the bill, but has not been subtracted from the balance due. Memo aid may be subtracted from the balance due before determining how much must be paid by the due date. However, the student may still need to complete additional steps with the Financial Aid Office to receive the aid. Students should check their financial aid status through eServices by logging in to the “myVCU” portal at: <https://my.vcu.edu>

If at the beginning of the semester, the student’s financial aid (including authorized aid and memo aid) pays the balance due, the student does not need to remit payment for the balance due. Disbursed financial aid awards appear on the student’s bill as a direct credit payment reducing the tuition and fee balance due. **Federal Work Study amounts cannot be deducted from the balance due.** The student remains financially responsible for the charges deferred on the basis of any financial aid, if later the student is determined ineligible.

Students who are relying on financial aid to pay their university charges should contact the Financial Aid Office immediately, if they believe that they are receiving financial aid that does not appear as entries on the bill. Students are responsible for ensuring that all necessary actions have been taken to receive their financial aid awards.

Due to federal regulations pertaining to the use of Title IV financial aid, only \$200 of the current academic year’s aid may be applied to an outstanding balance from a previous academic year. If the student has a previous semester’s outstanding balance and is receiving Title IV funds, the student may receive a refund for the excess funds. However, the student’s previous balance will not be paid in full and a financial hold may be placed on the account. **The student should immediately pay his or her outstanding balance once the refund is received.**

### **Third Party Payment Authorization**

The Student Accounting Department will bill a third party (an organization, business or agency) for any and all charges, if a valid authorization from the third party is received on or before the beginning of the semester. The authorization must provide the amount, method of payment and approximate date the payment will be sent to the university. The award must be unconditionally guaranteed to the university.

Students may deduct award amounts from the total due on the invoice, providing the criteria are met. The student is financially responsible for the payment, should the third party default.

Please send third party sponsor scholarship checks and/or authorization forms to:

Virginia Commonwealth University  
Student Accounting Department  
Attention: Scholarship and Third Party Account Representative  
P. O. Box 843036  
1015 Floyd Avenue, 1<sup>st</sup> Floor  
Richmond, VA 23284-3036

### **Tuition and Fee Refunds**

A student must have a current active mailing address on record with Enrollment Services in order for a refund to be processed. Addresses may be updated through eServices.

It is strongly recommended that all students participate in the Direct Deposit Program, in order to receive their refunds more quickly. Students interested in receiving their refund via direct deposit, but have not yet enrolled in this program may complete a Direct Deposit Application available online at: <http://www.vcu.edu/treasury/directdeposit.pdf>

Students not participating in the Direct Deposit Program will receive refund checks mailed to their current permanent mailing address. Therefore, students are strongly encouraged to maintain an active permanent mailing address with Enrollment Services. Additional time should be allowed for checks to be processed and mailed.

Refunds of overpayments for currently enrolled financial aid recipients are processed automatically. No written request for a refund is necessary.

Refunds of overpayments for non-financial aid recipients must be requested in writing to the VCU Student Accounting Department, PO Box 843036, Richmond, VA 23284-3036. Refund request forms are also available at both student services centers and online at: <http://www.enrollment.vcu.edu/accounting/docs/SArefund.pdf>

In accordance with credit card regulations, the university will refund any credit balance that may result on a student's account as the outcome of a credit card payment to the credit card account. The remaining credit balance, if any, will be refunded to the student. The credit card convenience fee is nonrefundable under any circumstances.

Students are responsible for paying any increase in charges that may occur after the generation of any refund.

### **Financial Aid Refunds**

The university will deduct any Federal Direct Parent Loan for Undergraduate Students (PLUS) funds from the student's total charges prior to deducting any other payment source, regardless of when the other aid was disbursed.

Typically, there is a five working day delay after financial aid has authorized an award before a refund is mailed or sent via direct deposit.

## **Refunds from Overpayments and/or Changes in Registration**

### **Fall and Spring Semesters**

The last day to DROP or WITHDRAW and receive a full refund of tuition and fees is the last day of the first week of the semester. A partial reduction of tuition and the university fee is given for withdrawals through the fourth week of the semester. NO REFUND of tuition and fees is given for withdrawals after the fourth week of the semester. If the reduction results in an overpayment on the account, a completed refund request form must be submitted to the Student Accounting Department. Total processing time is approximately three weeks.

### **Summer Semester/Holiday Intersession/Short Courses**

A full refund of tuition and applicable fees for summer sessions and short courses will be granted if the course is dropped no later than the day following the first day of a given class. (This is the case even if the class does not meet on two consecutive days.) A full refund for Holiday Intersession courses will be granted if the course is dropped before midnight on the day of the first class meeting. No refund of tuition and fees is given for withdrawals.

If students receiving financial aid withdraw from all courses before completing 60% of the semester as measured in calendar days, the Financial Aid Office must recalculate the students' eligibility for financial aid and readjust their awards. If students have received more funds than they are entitled due to the change in enrollment, the students must pay these funds back to the university. Students are reminded that they are ultimately responsible for any unpaid balance on their accounts as a result of the Financial Aid Office canceling or reducing their awards.

Additional refund information and the University Refund Policy is available online at: <http://www.enrollment.vcu.edu/accounting/refunds.html>

### **Late Payment Penalty/Financial Holds**

Any balance due for the semester not paid by the due date will be subject to a late payment penalty. The late fee will be assessed using the date the payment is applied to the student's account. The penalty is 10% of the balance due not to exceed \$100. In addition, a hold may be placed on the account preventing future registration and/or the release of official grades and transcripts.

### **Collection Costs**

Pursuant to Sec. 2.2-4805 et seq., of the Code of Virginia, and in accordance with rules and regulations established by the State Comptroller and Attorney General of the Commonwealth of Virginia, Virginia Commonwealth University may charge interest, costs and fees on all accounts past due.

### **Important Tax Notice**

The Tax Relief Act of 1997 includes both the Hope Scholarship Credit and Lifetime Learning Credit that offer tax credits for eligible students for qualified tuition and related

expense payments. Additional information regarding the tax credits is available online at: [http://www.enrollment.vcu.edu/accounting/tax\\_credits.html](http://www.enrollment.vcu.edu/accounting/tax_credits.html)  
VCU cannot determine eligibility for either of these credits. Please consult a tax advisor for this information.

## Directory

All telephone numbers are within area code (804).

### **Billing and Third Party Questions - Student Accounting**

Both Campuses: 828-2228  
1015 Floyd Ave., First Floor Fax: 828-5463  
[stuacctg@vcu.edu](mailto:stuacctg@vcu.edu)

### **Cashier - Treasury Services**

Both Campuses: 828-8774  
1015 Floyd Ave., First Floor  
Hours of Operation: M-F 9 AM – 3 PM  
[cashop@vcu.edu](mailto:cashop@vcu.edu)

### **Course Registration - Records & Registration**

Monroe Park Campus: 828-1349  
1015 Floyd Ave., First Floor  
MCV Campus: 828-9800  
1000 East Marshall St., Room 323  
[rar@vcu.edu](mailto:rar@vcu.edu)

### **Dining Services Office**

Both Campuses: 828-1148  
1111 West Broad St., Room 128  
[dining@vcu.edu](mailto:dining@vcu.edu)

### **Disbursement - Treasury Services**

Both Campuses: 828-2140  
700 West Grace St., Suite 3300  
[disburse@vcu.edu](mailto:disburse@vcu.edu)

### **Dormitory – Residential Life and Housing Office**

Central Housing Office 828-7666  
301 West Cary St., First Floor  
[vcuhousing@vcu.edu](mailto:vcuhousing@vcu.edu)

### **Financial Aid Awards - Financial Aid Office**

Monroe Park Campus: 828-6669  
1015 Floyd Ave., First Floor  
MCV Campus: 828-2702  
1000 East Marshall St., Room 323  
Dental School: 828-9196

520 North 12th St., Room 309  
Medical School: 828-4006  
1101 East Marshall St., Room 1-008  
faidmail@vcu.edu

**Health Fee - Student Health Services**  
Both Campuses: 828-8828  
1300 W. Broad St., Suite 2200

**Residency - Records & Registration**  
Both Campuses: 828-0366  
1015 Floyd Ave., First Floor

**Student Services Centers**  
Monroe Park Campus:  
1015 Floyd Ave., Room 1100  
Hours: M-F 8:00 AM - 5 PM  
MCV Campus:  
VMI Building, Room 323  
Hours: M-F 8:00 AM - 4:30 PM

**VCUCard**  
Monroe Park Campus: 827-2273  
701 West Broad St.  
MCV Campus: 628-2273  
1101 East Marshall St., Room B1-018  
vcucard@vcu.edu