

DUTCHESS

COMMUNITY COLLEGE

Spring 2022 Registration Payment Guidelines: *Don't Lose Your Seat!*

No deposit is required for registration – but students must pay in full by certain deadlines or they will automatically be dropped from classes. Financial aid and other monetary awards will be deducted from balances due.

You can sign up for an easy-pay installment plan to spread out your payments!

Find the answers to common questions, below. Feel free to [click here](#) to schedule a virtual appointment with Student Financial Services if you need help!

Payments/Bill

Q. When is payment due?

REGISTRATION DATES	E-BILLS SENT	PAYMENT DUE DATE
11/01/2021-12/05/2021	weekly on Mondays	13-Dec
12/06/2021 -12/26/2021	weekly on Mondays	3-Jan
12/27/2021 - 01/09/2022	daily ebills	10-Jan
01/10/2022 -01/17/2022	daily ebills	18-Jan
1/18/2022 - 1/23/2022	daily ebills	24-Jan
1/24/2022 – 1/31/2022	daily ebills	Due upon registration

Payment Due Dates for Late Starting Classes

Class Start Date	Payment Due Date
23-Feb	14-Feb
7-Mar	28-Feb
6-Apr	28-Mar

*These payment due dates only apply to you if the only classes you are taking are late start classes. If you are in a full semester length class, you must follow the top schedule.

Q. Are there accommodations for veterans?

A. Veterans should contact the College's Certifying VA Official at (845) 431-8339.

Q. What if I'm being charged a non-resident fee on my bill?

A. If you were charged non-resident tuition, please refer to [Residency Requirements](#) for additional information. You MUST complete and submit the required paperwork to be able to deduct the non-resident tuition amount from your bill. As long as your regular tuition and fees are paid by your due date, you will have 30 days from the beginning of the semester to submit your residency form. The amount of your non-resident tuition remains on your account until the form is received, at which time it is removed. If the form is not submitted within the 30-day time frame, the student becomes responsible for the non-resident tuition.

Q. Can I pay online?

A. Yes! Go to your MyDCC/QuikPay account at <https://www.sunydutchess.edu/paynow> to view your account activity, make payments, or sign up for a payment plan.

Q. What payment methods do you accept?

A. E-checks and credit cards can be processed through your MyDCC//Quikpay account at <https://www.sunydutchess.edu/paynow>

All financial aid must be authorized (showing on your bill) to be used as a credit toward your tuition. This means:

- You have been awarded grants and/or loans, and you have completed the terms and conditions of your award
- You have accepted the loans awarded. You will need to complete entrance counseling and sign your master promissory note if you are a first-time borrower in order for funds to move onto your account.
- If you have been awarded a PLUS (Parent Loan for Undergraduate Students) loan, your parent must accept the loan, apply and be approved for the loan and sign the master promissory note in order for these funds to move onto your account.

Please be aware that simply filing a FAFSA does NOT secure your course schedule. All of the above steps must be **completed and loan confirmation information received from the federal government** by the "Student's Payment Due Date" for funds to be authorized to a student's account.

If you have employer-provided tuition benefits, you can fill out an Employer Deferment Form which will defer payment until 30 days from the day grades are posted. If you have a third-party agency paying your bill, we must have documentation. You should either request a letter or a voucher from the agency. Any balance not covered by the third party must be paid in full by your due date. If you have a College Savings Account, you must make sure the disbursement from the fund is received by the due date.

Q. Can I make monthly payments?

A. Yes! DCC provides a monthly installment payment plan. The date that you sign up for the plan via your MyDCC/QuikPay account at <https://www.sunydutchess.edu/paynow> determines the term of the plan. THIS IS A SEMESTER PLAN AND MUST BE RENEWED EACH SEMESTER. There is a \$25 processing fee to sign up for a payment plan. Dates for the Spring semester are as follows:

Last Day for Payment Plan Option	Required Down Payment	Remaining Payments	Months of Payments
Dec 13	no down payment	4	Jan - Apr
Dec 13	Or 20% down	4	Jan - Apr
Jan 10	25% down	3	Feb - Apr
Feb 14	33% down	2	Mar & Apr

Q. Can I cancel my payment plan?

A. You can email financialservices@sunydutchess.edu. In your message, indicate that you want to cancel the payment plan. Please include your name and student ID in your email or fax. All emails must come from a DCC email account.

Q. What happens to scheduled payments if I withdraw from the College?

A. Scheduled payments will continue to be processed unless you contact Student Financial Services and request otherwise.

Q. I can't get to the office. Do I have to come into the office?

A. We are taking in person walk-ins but our services are also being provided remotely. You can pay online, submit documents online, and contact us through email at financialservices@sunydutchess.edu. Alternatively, you can [click here](#) if you would like to setup a virtual appointment with our office.

Q. Can I mail my payment?

A. Yes! Please make checks payable to DCC. Payment must be received in our office on or before the published payment deadline; postmarks are not accepted. You must include your name and ID number in the memo of the check. Mail to:

Dutchess Community College
Attn: Student Financial Services
53 Pendell Rd
Poughkeepsie, NY 12601

Dropping Classes/Financial Aid Refunds

Q. How do I get my refund if my account has a credit balance?

A. All financial aid refunds are processed through BankMobile. If you are receiving financial aid and have not selected how to receive your refund, please visit www.refundselection.com. You have the choice of electronically sending your refund money to your own personal bank account, opening a BankMobile account, or requesting that a check be mailed to you.

Q. Can I use my expected financial aid for book costs?

Yes! Book vouchers to purchase books in the DCC Bookstore will be available beginning one week prior to the start of classes. You will receive an email with instructions on how to obtain a book voucher if you are eligible.

Q. Will I owe any money if I drop a class or withdraw from college?

A. It depends on when you drop the class(es). Withdrawal requests must be submitted to the ACT Center via your DCC email (send to ACT@sunydutchess.edu); the date of your request determines your tuition responsibility. Students who drop classes prior to the beginning of the semester incur no liability for those classes. Refund periods for summer sessions are much shorter than those for the fall and spring semester. Certain fees and fines, such as late payment fees, library fines and residence hall damage charges, are not refundable. Please [click here](#) to see the college tuition refund policy.

Full Semester Length Course (Class Start Date 01/24/22)

Last Day to Drop to get 100% Tuition Refund	Last Day to Drop to get 75% Tuition Refund	Last Day to Drop to get 50% Tuition Refund	Last Day to Drop to get 25% Tuition Refund
01/24/22	01/31/22	02/07/22	02/14/22

Q. How do I appeal my withdrawal?

A. If you feel you have an extenuating circumstance which justifies an exception to the standard withdrawal policy, you may appeal in writing to the Withdrawal Appeal Committee by obtaining a [Withdrawal Appeal Form](#) and submitting it with full documentation (e.g. copies of registration form, drop/add forms, medical verification) to withdrawalappeals@sunydutchess.edu . Appeals received without the proper documentation and form will not be reviewed.

Withdrawal procedures and add/drop refund dates are widely publicized. Therefore, appeals based on lack of awareness of these issues will not be reviewed. The Committee’s decisions are final.

Before requesting retroactive cancellation and/or tuition refund appeal, students receiving financial aid should discuss the implication with a financial aid advisor so a determination will be based on a clear understanding of the consequences of withdrawing from courses. Retroactively canceling courses may result in being billed for financial aid that has been disbursed based on your original enrollment.

Q. I cannot register/I haven’t received my grades/I cannot receive a transcript. Is there a problem?

A. If you are unable to register, or you cannot receive grades or a transcript, you likely have a hold on your Student Account.

A hold may be placed on your account if you owe money to the College. In addition, students may have holds on their records for reasons other than financial obligations. If you think you may have a hold on your account, please contact the Office of Student Financial Services.

We’re here to help!

Q. How do I contact Student Financial Services?

A. Student Financial Services is open Monday through Friday 8:00 a.m. - 5:00 p.m. We are seeing students by appointment only. To setup an in-person appointment please click here www.sunydutchess.edu/gosfs or to setup a virtual appointment please click here www.sunydutchess.edu/appointment if you would like to discuss your account.

Dutchess Community College
Student Financial Services
53 Pendell Road
Poughkeepsie, NY 12601
Phone: (845) 431-8060
Fax: (845) 431-8603
Email: financialservices@sunydutchess.edu