

# DUTCHESS

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## COMMUNITY COLLEGE

### Fall 2021 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      |
|------------------------|--------------------------------------|-----------------------|
| March 23 to July 11    | Monthly, starting in June            | July 26               |
| July 12 to August 1    | Weekly                               | August 9              |
| August 2 to August 15  | Weekly then daily starting August 13 | August 16             |
| August 16 to August 22 | Daily                                | August 23             |
| After August 22        | Daily                                | Due upon registration |

**Q. Are there accommodations for veterans?**

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

**Q. What payment methods do you accept?**

A. Checks and money orders can be mailed to the Student Financial Services Office. All major credit cards are accepted for payment online 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 complete an Employer Deferment Form <https://www.sunydutchess.edu/assets/tuitreim.pdf> 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 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. 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.

| Last Day for Payment Plan Option | Required Down Payment | Remaining Payments | Months of Payments |
|----------------------------------|-----------------------|--------------------|--------------------|
| July 26                          | no down payment       | 4                  | Aug - Nov          |
|                                  | Or                    | 4                  | Aug - Nov          |
| August 23                        | 25% down              | 3                  | Sept - Nov         |
| September 24                     | 33% down              | 2                  | Oct & Nov          |

***Q. Can I cancel my payment plan?***

**A.** You can email [financialservices@sunydutchess.edu](mailto: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. All emails must come from a MyDCC 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. What if I'm being charged a non-resident fee on my bill?***

**A.** If you were charged non-resident tuition please refer to [www.sunydutchess.edu/residency](http://www.sunydutchess.edu/residency) 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 summer term 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 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 refunds are processed through BankMobile. If you have not selected how to receive your refund, please visit [www.refundselection.com](http://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 must wait until you receive an email from us that contains instructions and a link.

***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). Withdrawals must be submitted via your DCC email (send to [ACT@sunydutchess.edu](mailto: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.

**Full Semester Length Class (Class Start Date 8/23)**

| <b>Last Day to Drop<br/>to get 100% Tuition<br/>Refund</b> | <b>Last Day to Drop<br/>to get 75% Tuition<br/>Refund</b> | <b>Last Day to Drop<br/>to get 50% Tuition<br/>Refund</b> | <b>Last Day to Drop<br/>to get 25% Tuition<br/>Refund</b> |
|--|---|---|---|
| 08/23  | 08/31   | 09/07   | 09/13   |

***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](mailto:withdrawalappeals@sunydutchess.edu). Appeals received without the proper documentation and form will not be reviewed.

***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 student 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 student account, please contact Student Financial Services.

## **We're here to help!**

***Q. How do I contact Student Financial Services?***

**A.** Student Financial Services is offering remote services **only** Monday through Friday 8:00 a.m. - 5:00 p.m. Please note that the college will be closed on Fridays until August 2. Please setup a virtual appointment by [clicking here](#) if you would like to discuss your account.

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