

# Registration Payment Guidelines:

## *Don't Lose Your Seat!*

### *Winter Session*

No deposit is required for registration – but students must pay in full by certain deadlines or they will automatically be dropped from classes. Find the answers to common questions below. Feel free to call (845) 431-8060 if you need help!

### **Payments/Bill**

#### *Q. When is payment due?*

<b>REGISTRATION</b>	<b>E-BILLS SENT</b>	<b>STUDENT'S PAYMENT DUE</b>
10/1 -11/28	Weekly on Mondays	12/6
11/29 -12/12	Daily	12/13
12/13 -12/19	Daily	12/20

Anyone who registers 12/20 or thereafter must pay in full upon registration

#### *Q. Can I use financial aid?*

A. Payment in full is required by December 6. Financial aid cannot be used for Winter Session.

#### *Q. Is there a payment plan?*

A. Payment in full is required by December 6. We do not offer a payment plan for the Winter Session.

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

A. E-checks and credit card payments are accepted online here [www.sunydutchess.edu/paynow](http://www.sunydutchess.edu/paynow). All major credit cards are accepted. Checks and money orders can be mailed to the office.

#### *Q. Can I pay online?*

A. Yes! Go to [www.sunydutchess.edu/paynow](http://www.sunydutchess.edu/paynow) to view your account activity, or make payments.

#### *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 appropriate forms online 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. I only have cash. Can I pay with cash?***

**A.** Yes you can pay with cash but you will have to visit the office. The Student Financial Services Office is open Monday through Friday 8am to 5pm.

***Q. Can I mail my payment?***

**A.** Yes! Please make checks payable to DCC. Money orders can be mailed as well. 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, NY12601

## **Dropping Classes/Refunds**

***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). Students can drop online through Banner Self Service prior to and on the first day of the term. Withdrawals after the first day of the term must be submitted to ACT via your DCC email (send to [ACT@sunydutchess.edu](mailto:ACT@sunydutchess.edu)); the date of your request determines your tuition responsibility. You can also call ACT at 845-431-8600 if you have questions about withdrawing. Students who drop classes prior to the beginning of the semester incur no liability for those classes. The last day to drop a winter session online class with a 25% refund is 12/27/21. If you withdraw after 12/27/21 you are 100% liable for tuition.

***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 Student Financial Services.

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

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

**A.** The office hours for Student Financial Services is Monday through Friday 8:00 a.m. - 5:00 p.m. We are open to in person visits but we are also available by phone, email or virtual appointment.

Dutchess Community College  
Attn: Student Financial Services  
53 Pendell Rd  
Poughkeepsie, NY12601  
Phone: (845) 431-8060  
Fax: (845) 431-8603  
Email: [financialservices@sunydutchess.edu](mailto:financialservices@sunydutchess.edu)  
Virtual Appointment: [www.sunydutchess.edu/appointment](http://www.sunydutchess.edu/appointment)