

**FREQUENTLY ASKED QUESTIONS
(FOR THE TRADITIONAL DAY/EVENING UNDERGRADUATE STUDENT)
Spring 2024**

Q. *When is my tuition due?*

A. Payment in full and/or payment arrangements for Spring 2024 are due upon assessment and no later than the first day of school, **January 15, 2024.**

Q. *How can I pay for my tuition?*

A. The Business Office offers several ways for students to pay their tuition. Payments can be made online via your Self-Service account, in person at the Business Office, over the phone, or by mail. We accept cash, check, wire-transfer or ACH, credit/debit card (MasterCard®, Visa®, and American Express®).

Q. *What if I can't pay my tuition in full by the first day of classes?*

A. The Business Office offers a deferred payment plan to students who are unable to pay their tuition in full on the due date. You must sign a contract to be eligible for this plan. There is a \$100.00 deferred payment fee charged if you choose this pay plan.

Q. *What are the payment due dates if I choose to pay by the semester deferred payment plan? Once contract is signed, stu is responsible to make payments accordingly. See table. Student must be registered into classes to sign a Deferred Payment Contract.*

A. If contract is signed on or before Dec 15 If contract is signed & returned after Dec 15

December 15, 2023	25%	N/A
January 12, 2024	25%	50%
February 9, 2024	25%	25%
March 8, 2024	25%	25%

Q. *Do I have to accept Woodbury's Health Insurance Plan?*

A. Yes. However, if you are covered through another plan and obtain approval from the insurance company after completing the online waiver, we will remove the health insurance charge from your account. You may complete the online waiver at <https://clients.garnett-powers.com/univ/woodbury> by **Friday, February 9, 2024** after which no waivers will be accepted and no refunds of premiums will be made.

Q. *What is the fee for The Woodbury Student Health Insurance?*

A. The Health Insurance Premium for Spring/Summer 2024 is currently \$1,363.00 and is subject to change prior to the start of the semester.



Q. What if I register for a class or classes and never attend any sessions, will I be automatically dropped?

A. No. It is the student's responsibility to formally drop or withdraw from any classes through the Registrar's Office. In addition, there will be a \$150.00 no-show fee assessed to the student's account if an instructor notifies the Registrar's Office of non-attendance during the first week of the semester.

Q. Will I be charged any fees if I drop all of my classes during the add/drop period?

A. Yes. You may add or drop courses during the first two weeks for a 100% refund less a \$100.00 administration fee. ***Non attendance does not constitute dropping a class. You must contact the Registrar's Office if you wish to drop a class or classes.**

Q. If I withdraw from all my classes during the third and fourth week of the semester how much will I be charged?

A. A withdrawal is different from dropping a class or classes. During week three you will be charged 50% of your tuition and fees and 75% during week four. There will also be a \$100.00 administration fee assessed. If you withdraw from all classes after week four you will be charged 100% of the tuition and fees and there is no refund for payments made. A withdrawal will show up on your transcript with the grade of "W".

Q. What if my financial aid exceeds the amount of my charges, when can I get my refund check?

A. Financial aid is applied to the student's account after the add/drop period ends. If you have a credit balance on your account you will receive a refund. We have partnered with Heartland ECSI and will process all student refunds utilizing their service. You will receive an email from them with instructions on how to set up an account and receive your refund. You can always check your self-service account to review your balance details and verify if you have a credit.

Q. What if my Parent (PLUS) Loan caused my account to have a credit balance?

A. If you are receiving a Parent (PLUS) Loan and funds from that loan causes your account to have a credit balance, the Business Office will need written authorization from the parent before funds can be released to the student. If no authorization is received within 7 - 10 days, we will automatically mail out a refund check to the parent's address on file.

Q. What about purchasing a parking permit?

A. Please visit <https://www.permitsales.net/WoodburyU>

Q. What about purchasing books?

A. Please visit <https://woodbury.ecampus.com/>



Business Office Contact Information

- Location: Miller Hall, First Floor, Consolidated Service Center
- Business Hours: Monday – Friday, 8:00am – 5:00pm
- Email: studentaccounts@woodbury.edu
- Phone: 818.525.5243
- Extended Hours for the first two weeks of each Fall and Spring semesters: M –Th, 8:00am – 6:00pm. Fridays, 8:00am – 5:00pm

