



Payment Plan Frequently Asked Questions

- **Why can't I enroll in the payment plan?**
 - a. You may have a previous balance with Nelnet e-cashier that needs to be resolved.
 - b. Or the deadline may have passed.
- **How often do I need to enroll in the payment plan?** Payment plan agreements should be made every semester.
- **Can I come into the Cashier Office to enroll in a payment plan?**
 - a. No, students must enroll directly online through Nelnet payment plan link in Banner Web.
 - b. If a student does not have a personal computer, there are computer labs available on campus that students can use.
- **Do I need to pay the setup fee every semester?**
 - a. Yes, every time students enroll in a payment plan they must pay the \$35, \$40, \$45 nonrefundable enrollment fee.
 - b. Amounts are determined by the date of enrollment.
- **If I drop a class after drop and add will I receive a refund?** No, Full tuition and fees are due if a class is dropped after the drop and add time frame.
- **How does my financial aid affect my payment plan?** When financial aid is applied the student will contact the business office to get payment plans adjusted to the correct dollar amount.
- **My financial aid has not been awarded yet, but tuition is due. What do I do?** If a student's financial aid has not yet been awarded, the student should enroll in the payment plan to avoid being dropped from their classes due to registration cancellation. When financial aid payments are made to the student account after they enroll in the payment plan, the student must contact the business office to make adjustments to the agreement.
- **I have a **third party contract**. Can my third party contract apply towards my payment plan?** No, Nelnet e-cashier is a company that collects the payments for CTC and sends the money to the school. If a student receives a third party payment they must contact the business office so adjustments can be made to the agreement.
- **What payment methods are accepted?** Electronic checking, American Express, Discover, Master Card, VISA
- **How can I cancel or UN-enroll from a payment plan?**
 - a. Students must contact the Business Office to cancel a plan.
 - b. However, they are still responsible for any balance due after the plan has been cancelled.
 - c. Students must also contact the Business Office in a timely manner to cancel plans, at least 48 business office hours in advance to cancel. No adjustments will be made past the date allowed to make payment plan adjustments.
- **What are automatic schedule payments and how do they work?** During the enrollment process, you have the option to set up payments to be automatically paid on the installment due dates, those payments will come out on the 20th of each month.