

Student Account Policies

TUITION AND FEES

- Tuition and fees will be determined prior to the start of each semester and are subject to change.

BILLING & PAYMENT

- Iowa Central's policy states, at least your minimum balance is paid by the first day of class. If you choose to not pay the balance in full, a \$25 payment plan fee is charged to your account.
- Failure to follow this policy will affect your ability to attend class and stay on campus.
- Iowa Central sends postcards and emails prior to the start of the semester— it is the student's responsibility to check their balance on their Iowa Central Self-Service.
- The Business Office accepts the following methods of payment: Cash – Check – Debit/Credit Card (VISA – MasterCard – Discover - AMEX).
- Payments can be made at the Business Office, via phone, online, or mailed to Iowa Central.

INSUFFICIENT FUNDS

- Iowa Central will assess a \$25 service charge for all returned checks.
- Civil damages pursuant to Iowa Code §554.3513 may be sought for dishonored checks.

IOWA DEPARTMENT OF REVENUE SETOFF PROGRAM

Iowa Central Community College participates in the Iowa Department of Revenue Setoff Program. This program allows the State of Iowa to apply any funds owed to the student, such as an income tax refund, to any unsettled debt owed by the student to the College.

INDEBTEDNESS POLICY

If you have prior debt owed to the College, you may not register for any new term without paying for the debt. Evidence of attendance or other official credentials may not be obtained from the College during the period in which the debt remains unsettled. Federal Title IV recipients may still request official transcripts from the college.

COLLECTIONS POLICY

Iowa Central Community College utilizes an outside collections agency for all unsettled debts owed to the College. Any unsettled debts will be sent to the collections agency for processing, and this may affect your credit score.

STUDENT ACCOUNT APPEALS

A student has the right to appeal their balance charges to the College due to extenuating circumstances. Some of these may include medical, death in the family, unforeseen military orders, etc. Students have six (6) months from the last day of the semester in which the balance is owed to file an appeal. The student must contact the Business Office within two (2) business days of submitting the Student Account Appeal Request form to discuss payment arrangements if they have an outstanding balance. The appeal will only be reviewed if both the Student Appeal Request form is completed, and a payment arrangement is in place. To file an appeal, the student will need to submit the Student Account Appeal Request form which can be accessed from Self-Service Main Menu under the Student section and then the Student Finance Menu. A paper copy can be requested at the Business Office also. The form must be submitted to the Business Office within the six (6) month timeframe along with all documentation supporting your appeal. The Director of Finance, Dean of Student Services, and the Director of Financial Aid will make a decision within 15 business days from when the appeal was submitted. The student will be notified via mail and email of the decision made. For all questions regarding a student account appeal, please contact the Business Office at 515-574-1060.

ACCOUNT CREDIT BALANCES

- Check your Iowa Central email, as you will receive an email if you are receiving a refund.
- Refunds are issued as a check or direct deposit.
 - Direct deposit instructions are available in Self-Service or at the Business Office.
- Financial Aid Credit Balances: Refunds are issued weekly beginning approximately 30 days after your classes begin. Student must be attending or making academic progress in order to receive financial aid funds.
- Business Office Credit Balances: Refunds are processed on a weekly basis. Refunds for payments made via check or electronic check will be delayed until funds clear.