

# OFFICE OF STUDENT ACCOUNTS



**COLORADO  
COLLEGE**

6/1/2018

## **Student Accounts Handbook**

Welcome to the Office of Student Accounts at Colorado College. Enclosed is additional information and policies of the office.

# OFFICE OF STUDENT ACCOUNTS

## Student Accounts Handbook

### Introduction to the Student Accounts Office

The Student Accounts Office is primarily responsible for the accurate assessment of charges and payments to our Students Accounts. In addition, the Student Accounts office is also responsible for the issuance of billing invoices, the monitoring of the Federal Perkins Loan program, and internal and external collections accounts.

The Student Accounts Office is open Monday-Friday from 9:00am- 5:00pm Mountain time excluding college recognized holidays. We are located on the first floor of the William I. Spencer Center in room 116. Students and individuals authorized by students may contact the Student Accounts office by phone at 719-389-6698 and may also contact our office by email at [StudentAccounts@ColoradoCollege.edu](mailto:StudentAccounts@ColoradoCollege.edu). All paper correspondence including mailed payments should be sent to:

Colorado College  
Attn. Student Accounts  
14 E. Cache La Poudre  
Colorado Springs, CO 80903

### Administrative Organization

The Student Accounts Office is part of the Finance and Administration division at Colorado College. Please see the following link for full details on the Finance and Administration division:

<https://www.coloradocollege.edu/offices/finance/>

The Student Accounts Team is divided into the following administrative positions:

#### Student Accounts Manager

**Amy Ingalsbe**

[aingalsbe@coloradocollege.edu](mailto:aingalsbe@coloradocollege.edu)

719-389-6697

Primary Responsibilities:

- Overseas Students Accounts Team
- Handles students'/parent refunds, Reconciliations and Journal Entries
- Liaison between third party services and marketing/communications with students and parents

#### Student Accounts Specialist

**Gina Davis**

[Gina.davis@coloradocollege.edu](mailto:Gina.davis@coloradocollege.edu)

719-389-6698

Primary Responsibilities:

- Responding to inquiries regarding Students Accounts, meal plans and cashiering
- Tracks and monitors internal MAT and outside payment plans
- Handles student account and departmental cashiering

## Students Accounts & Loans Collections Coordinator

**Naomi Clark**

[Naomi.clark@coloradocollege.edu](mailto:Naomi.clark@coloradocollege.edu)

719-389-6456

Primary Responsibilities:

- Monitoring and collections of Perkins Loans
- Perkins loan counseling, tracking and disbursement of loans
- Review and Retrieval of Returned checks
- Monitoring of active and inactive Accounts receivable accounts
- Liaison between Perkins Loan servicer and outside collection agencies

## Frequent Contact Information

Listed is the Office information for departments in which Student Accounts has the most contact:

- **Financial Aid**
  - **Office Hours:** Monday-Friday from 8:30am-5:00pm excluding college recognized holidays
  - **Phone:** 719-389-6651 **Email:** [financialaid@coloradocollege.edu](mailto:financialaid@coloradocollege.edu)
- **Registrar**
  - **Office Hours:** Monday-Friday from 8:30am-5:00pm Excluding college recognized holidays
  - **Phone:** 719-389-6610 **Email:** [registrar@coloradocollege.edu](mailto:registrar@coloradocollege.edu)
- **Finance and Administration**
  - **Office Hours:** Monday-Friday from 8:30am-5:00pm excluding college recognized holidays
  - **Phone:** 719-389-6693 **Email:** [finance@coloradocollege.edu](mailto:finance@coloradocollege.edu)
- **Summer Session**
  - **Office Hours:** Monday-Friday from 8:30am-5:00pm excluding college recognized holidays
  - **Phone:** 719-389-6655 **Email:** [Summer@coloradocollege.edu](mailto:Summer@coloradocollege.edu)
- **International Programs**
  - **Office Hours:** Monday-Friday from 8:30am- 5:00pm excluding College recognized holidays
  - **Phone:** 719-227-8282 **Email:** [InternationalPrograms@Coloradocollege.edu](mailto:InternationalPrograms@Coloradocollege.edu)
- **Student Life**
  - **Office Hours:** Monday-Friday from 8:30am-5:00pm excluding college recognized holidays
  - **Phone:** 719-389-6689 **Email:** [rlca@coloradocollege.edu](mailto:rlca@coloradocollege.edu)
- **Housing**
  - **Office Hours:** Monday-Friday from 8:30am-5:00pm excluding college recognized holidays
  - **Phone:** 719-389-6800 **Email:** [rlca@coloradocollege.edu](mailto:rlca@coloradocollege.edu)
- **Human Resources**
  - **Office Hours:** Monday-Friday from 8:30am-5:00pm excluding college recognized holidays
  - **Phone:** 719-389-6421 **Email:** [HR@coloradocollege.edu](mailto:HR@coloradocollege.edu)
- **Worner Desk**
  - **Office Hours:** Monday-Friday from 8:30am-5:00pm excluding college recognized holidays
  - **Phone:** 719-389-6000 **Email:** [WornerDesk@ColoradoCollege.edu](mailto:WornerDesk@ColoradoCollege.edu)
- **Campus Safety**
  - **Office Hours:** Available 24 hrs for emergencies. Office M-F 8:30am-5:00pm
  - **Phone:** 719-389-6707 **Email:** [Campussafety@coloradocollege.edu](mailto:Campussafety@coloradocollege.edu)

## Accessibility Resources

Our Mission at Colorado College is to collaborate with the community to ensure that all aspects of campus life are accessible, equitable, and inclusive for people who experience disabilities. Please see the following website for details on resources for students, faculty and staff: <https://www.coloradocollege.edu/offices/accessibilityresources/>

The Student Accounts office welcomes any and all inquiries on the above resources available.

## Information Sharing & FERPA

Colorado College is Bound by the Family Education Rights and Privacy Act(FERPA) which prohibits Colorado College from releasing information from a student record without express written permission from the student. To see the outlined procedures please navigate to:

<https://www.coloradocollege.edu/basics/welcome/leadership/policies/academic-policies>

## Records Management and Retention

Records created, received, or used by Colorado College in the course of its operation and activities are retained and disposed in manners that support operational, administrative, and legal expectations of the institution. The Records Management program includes all records maintained by Colorado College faculty, students and staff. The program also applies to others who may have access to Colorado College Records through affiliation with the college as volunteers, Trustees of the College, third party administrators, contractors, or in other capacities. Record Retention and disposition guidance stated in the policy shall apply to all record formats whether paper or electronic (email, spreadsheets, databases, imaged or word processed documents). As appropriate the policy shall incorporate existing policies and procedures related to the management of records on campus.

For a full disclosure and review of the Colorado College Records Policy please view at:

<https://www.coloradocollege.edu/basics/welcome/leadership/policies/records-policy-retention-and-disposition-of-records>

## Red Flag Rules

The College has formally designated the Controller as having specific responsibility for the development, implementation, and administration of the Red Flag Rules Program.

**Service Providers:** The Controller, in consultation with the college's AVP of Institutional Planning and Effectiveness, will ensure that service providers have reasonable policies and procedures designed to detect, prevent, and mitigate the risk of identity theft.

**Training:** The controller will ensure that the initial training takes place for relevant staff and also ensures that any additional training warranted as a result of changes in the program or changes in personnel also takes place.

A copy of the full policies and procedures is available for review at:

<https://www.coloradocollege.edu/basics/welcome/leadership/policies/red-flag-rules>

Inquiries can be made to the AVP of Institutional Planning and Effectiveness at 719-389-6699 and/or [policies@coloradocollege.edu](mailto:policies@coloradocollege.edu) .

## Records Management and Retention

The Student Accounts Office adheres to the college's current records program as a part of daily operations. Please navigate to <https://www.coloradocollege.edu/basics/welcome/leadership/policies/records-policy-retention-and-disposition-of-records> for the full records policy.

Inquiries can be made to the AVP of Institutional Planning and Effectiveness at 719-389-6699 and/or [policies@coloradocollege.edu](mailto:policies@coloradocollege.edu).

## Financial Obligations

### Payment of Colorado College Fees/Promise to Pay

I understand that when I register for any class at Colorado College or receive any service from Colorado College I accept full responsibility to pay all tuition, fees and other associated costs assessed as a result of my registration and/or receipt of services. I further understand and agree that my registration and acceptance of these terms constitutes a promissory note agreement (i.e., a financial obligation in the form of an educational loan as defined by the U.S. Bankruptcy Code at 11 U.S.C. 523 (a) (8)). In which Colorado College is providing me educational services, deferring some or all of my payment obligations for those services, and I promise to pay for all assessed tuition, fees and other associated costs by the published or assigned due date.

I understand and agree that if I drop or withdraw from some or all of the classes for which I register, I will be responsible for paying all or a portion of tuition and fees in accordance with the published tuition refund schedule at <https://www.coloradocollege.edu/offices/studentaccounts/tuition-policy.dot>. I have read the terms and conditions of the published tuition a refund schedule and understand those terms are incorporated herein by reference. I further understand that my failure to attend class or receive a bill does not absolve me of my financial responsibility as described above.

### Delinquent Account/Collection

**Financial Holds:** I understand and agree that if I fail to pay my student account bill or any monies due and owing Colorado College by the scheduled due date, Colorado College will place a financial hold on my student account, preventing me from viewing my grades, requesting transcripts, or receiving my diploma.

**Monthly Interest on Unpaid Balances:** I understand and agree that if payment is not made by the stated due dates for each term a 1% interest charge will be assessed each month after the due for each term until the balance is paid in full.

**Payment Plan Late Charges:** I understand and agree that if I fail to pay my student account balance each month by the scheduled due dates, Colorado College will assess late payment and/or finance charge at the rate of \$25 per month until the balance is paid in full.

**Financial Suspension:** I understand and accept that if I fail to pay my student account bill or any monies due and owing Colorado College by the scheduled due date, Colorado College will place me on financial suspension, which drops my future classes, prevents requesting of transcripts, or receiving of diploma and financial holds will be placed on my records.

**Collection Agency Fees:** I understand and accept that if I fail to pay my student account bill or any monies due and owing Colorado College by the scheduled due date, and fail to make acceptable payment arrangements to bring my account current, Colorado College may refer my delinquent account to a collection agency. I further understand that I am responsible for paying the collection agency fee which may be based on a percentage at a maximum of 40% of my delinquent account, together with all costs and expenses, including reasonable attorney's fees, necessary for the collection of my delinquent account. Finally, I understand that my delinquent account may be reported to one or more of the national credit bureaus.

## Communication

**Method of Communication:** I understand and agree that Colorado College uses e-mail as an official method of communication with me, and that therefore I am responsible for reading the e-mails I receive from Colorado College on a timely basis.

**Contact:** I authorize Colorado College and its agents and contractors to contact me at my current and any future cellular phone number(s), email address(es) or wireless device(s) regarding my delinquent student account(s)/loan(s), any other debit I owe to Colorado College and its agents and contractors to use automated telephone dialing equipment, artificial or pre-recorded voice or text messages, and personal calls and emails, in their efforts to contact me. Furthermore, I understand that I may withdraw my consent to call my cellular phone by submitting my request in writing to the Colorado College Student Accounts office or in writing to the applicable contractor or agent contacting me on behalf of Colorado College.

**Updating Contact Information:** I understand and agree that I am responsible for keeping Colorado College records up to date with my current physical addresses, email addresses, and phone numbers by following the procedure at <https://www.coloradocollege.edu/offices/registrar/>. The linked procedure is incorporated herein by reference. Upon leaving Colorado College for any reason, it is my responsibility to provide Colorado College with updated contact information for purposes of continued communication regarding any amounts that remain due and owing to Colorado College.

## Method of Billing

I understand that Colorado College uses electronic billing (e-bill) as its official billing method, and therefore I am responsible for viewing and paying my student account e-bill by the scheduled due date. I further understand that failure to review my e-bill does not constitute a valid reason for not paying my bill on time. E-bill information is available at <https://www.coloradocollege.edu/offices/studentaccounts/index.html>

## Billing Errors

I understand that administrative, clerical or technical billing errors do not absolve me of my financial responsibility to pay the correct amount of tuition, fees and other associated financial obligations assessed as a result of my registration at Colorado College.

## Returned Payments/Failed Payment Agreements

If a payment made to my student account is returned by the bank for any reason, I agree to repay the original amount of the payment plus a returned payment fee of \$25. I understand that multiple returned payments and/or failure to comply with the terms of any payment plan or agreement I sign with Colorado College may result in financial holds and/or financial suspension, which would prevent me from registering in future classes at Colorado College.

## Withdrawal

If I decide to completely withdraw from Colorado College, I will follow the instructions at <https://www.coloradocollege.edu/other/studentguide/pathfinder/college-policies/leave-of-absence.html> which I understand and agree are incorporated herein by reference.

## Privacy Rights and Responsibilities

I understand that Colorado College is bound by the Family Educational Rights and Privacy Act (FERPA) which prohibits Colorado College from releasing any information from my education record without my written permission. Therefore, I understand that if I want Colorado College to share information from my education record with someone else, I must provide written permission by following the procedure outlined at <https://www.coloradocollege.edu/basics/welcome/leadership/policies/privacy-and-release-of-student-education-records-ferpa> . I

further understand that I may revoke my permission at any time as instructed in the same procedure.

## IRS Form 1098-T

I agree to provide my Social Security number (SSN) or taxpayer identification number (TIN) to Colorado College upon request as required by Internal Revenue Service (IRS) regulations for Form 1098-T reporting purposes. If I fail to provide my SSN or TIN to Colorado College, I agree to pay any and all IRS fines assessed as a result of my missing SSN/TIN.

I consent to receive my annual IRS Form 1098-T, Tuition Statement, electronically from Colorado College. I understand that if I do not consent to receive my Form 1098-T electronically, a paper copy will be provided. I understand that I can withdraw this consent or request a paper copy by following the instructions at our online billing site.

## Student Age

I understand and agree that if I am younger than the applicable age of majority when I execute this agreement that the educational services provided by Colorado College are a necessity, and I am contractually obligated pursuant to the “doctrine of necessities”.

## Entire Agreement

If default be made in the payment of any installment under this promissory note the entire principal sum and accrued interest shall at once become due and payable without notice at the option of the holder of this promissory note. Presentment for payment, notice of non-payment, protest and notice of protest are each hereby expressly and severally waived by all parties hereto.

This agreement supersedes all prior understandings, representations, negotiations and correspondence between the student and Colorado College, constitutes the entire agreement between the parties with respect to the matters described, and shall not be modified or affected by any course of dealing or course of performance. This agreement may be modified by Colorado College if the modification is signed by me. Any modification is specifically limited to those policies and/or terms addressed in the modification.

## Payment Methods

**There are several payment methods available to resolve account balances:**

- **Check Payment:** Make a check payable to Colorado College. Please send to our office at Colorado College, ATTN Students Accounts, 14 E. Cache La Poudre Street, Colorado Springs, CO 80903. Please include your **Student ID # on the check.**
- **Bank Wire:** Wire funds to our Bank account at: Wells Fargo Bank, Branch 90 S. Cascade, Colorado Springs Co. Please contact the Student Accounts office for banking information. International payments **SWIFT CODE: WFBIUS6S. All Payments: Please include your student ID# and name.**
- **Electronic Check:** Students and Authorized users may login to the online payment and Billing Portal at the following link to make online electronic check payments. **IMPORTANT: Credit/Debit cards are not accepted.** Online Billing site Login: <https://www.coloradocollege.edu/offices/studentaccounts/>
- **Money Order:** Make a money order payable to Colorado College and please send to our office at Colorado College, ATTN Students Accounts, 14 E. Cache La Poudre Street, Colorado Springs, CO 80903. Please include your **Student ID # on the money order.**



- **International Payments:** For additional payments options please utilize the following link for details and options: <https://www.flywire.com/pay/coloradocollege>
- **Outside Scholarships check Payments from outside of CC:** Please have checks made payable to Colorado College. Payments must include student name and ID#. Please send payments to Colorado College, ATTN Financial Aid, 14 E. Cache La Poudre Street, Colorado Springs, CO 80903.
- **Office Payments:** The Student Accounts Office is located on the 1<sup>st</sup> floor of the Spencer Center Room #116 from 9am-5pm Monday-Friday (except college recognized holidays). Cash, Check, and Money order payments can be accepted during office hours. **IMPORTANT: No credit/debit cards accepted in person and/or over the phone.**
- **Drop Box Payments:** The Student Accounts office drop box is located on the 1<sup>st</sup> floor of the Spencer Center next to west exit doors near student accounts, and should only be utilized when our office is closed. **IMPORTANT: Check and Money Order payments only. No other forms of payment to include cash are accepted at the Drop box location.**
- **Payment Plans:** Colorado College will offer a payment plan option per semester through the online payment/billing portal, Touchnet, for posted charges. Enrollment dates, due dates, fees and plan options will be made available on the Student Accounts website and through electronic correspondence to students as well as through Touchnet directly. Please see the following link for details on the current payment plan option. **IMPORTANT: Plans available through Touchnet are the only payment plan options available to students and their families.** The Student Accounts office is not able to offer alternative payment plan options other than those posted at this time. Yearly payment plan options are not available:  
<https://www.coloradocollege.edu/offices/studentaccounts/tuition-payment.html>

## Late Policy

Colorado College strives to provide an excellent education to our students. We heavily depend on the students and their families paying their owed balances in a timely manner to continue to provide the finest liberal arts education in the country. In order to accomplish this we have the following Monthly interest charge policy to accommodate our students and families:

- If payment is not made by the stated due dates for each term a 1% interest charge will be assessed each month after the due for each term until the balance is paid in full.
- Students and Families may request the college waive only one month's worth of monthly interest charges as a one-time only courtesy during the lifetime of their account at Colorado College regardless of circumstances for late payment.
- Per this policy this means that students and their families cannot receive a waiver for monthly interest charges once they have requested a courtesy waiver one time.
- Please be advised this includes unpaid balances due to missing and/or non-requested financial aid. We kindly ask our students and families to review their accounts on a monthly basis to ensure all of their funding is posted before monthly interest charges are assessed.