



A Guide to Payment Policies & Procedures

2023 – 2024



COLLEGE OF THE
Holy Cross

Revised: May 16, 2023

Managing the cost of your college education can be a difficult experience without proper planning. While the Financial Aid Office may provide your family with some assistance, many families, including those not eligible for aid, may need help to finance the cost of education. The College has available through outside agencies various payment plans and loan programs for your consideration.

This brochure will assist you in choosing among the types of financing arrangements to best suit your needs. Should you find that additional financing is necessary, please contact the Financial Aid Office, the outside payment plan, or loan agency early on in the process to ensure financing will be in place prior to the start of the semester.

Our goal is to avoid any unnecessary delays and problems with the billing and resolve issues prior to the start of the semester. We ask that you contact us as soon as possible to resolve any billing questions you may have.

The payment policies and procedures herein reflect that the College utilizes e-billing. Also, please note that the billing party is the student. Please be sure to read through this Guide to understand the most current policies and procedures of the College.

Should you need more information or require assistance, please do not hesitate to call our office directly.

Office of the Bursar
at
College of the Holy Cross
Worcester, Massachusetts 01610
(508) 793-2521

Comprehensive Fees For 2023 – 2024

	Fall	Spring	Total
Tuition	\$ 30,025.00	\$ 30,025.00	\$ 60,050.00
Housing..... <i>(standard only)</i>	\$ 4,950.00	\$ 4,950.00	\$ 9,900.00
Food	\$ 3,925.00	\$ 3,925.00	\$ 7,850.00
Health Service Fee*.....	\$ 200.00	\$ 200.00	\$ 400.00
Activity Fee.....	\$ 400.00	\$ 0.00	\$ 400.00
Total <i>(with Housing and Food)</i>	\$ 39,500.00	\$ 39,100.00	\$ 78,600.00
Total <i>(w/o Housing and Food)</i>	\$ 30,625.00	\$ 30,225.00	\$ 60,850.00

For your planning needs, the following is a list of the various housing and food options available at the College at this time:

	Fall	Spring	Total
Standard Housing	\$ 4,950.00	\$ 4,950.00	\$ 9,900.00
Apartment Housing	\$ 6,000.00	\$ 6,000.00	\$ 12,000.00
Resident Food Plan	\$ 3,925.00	\$ 3,925.00	\$ 7,850.00
Apartment Food Plan I	\$ 1,800.00	\$ 1,800.00	\$ 3,600.00
Apartment Food Plan II	\$ 1,800.00	\$ 1,800.00	\$ 3,600.00
Apartment Food Plan III	\$ 2,000.00	\$ 2,000.00	\$ 4,000.00

The **Resident Food Plans** will provide students with the following:

- Unlimited meals in Kimball Main Dining Room.
- 8 meal swipes per week at D’Agostino Café, Upper Crossroads (salads, sandwiches and grain bowls) and Cool Beans.
- \$425.00 Dining Dollars per semester to be used in all dining locations.

All resident students are required to purchase a food plan and will be automatically assigned to the Resident Food Plan.

The **Apartment Food Plans** provide students with the following:

- Apartment Food Plan I - \$1,550.00 Dining Dollars plus 25 Kimball meal swipes.
- Apartment Food Plan II - \$1,200.00 Dining Dollars plus 50 Kimball meal swipes.
- Apartment Food plan III - \$500.00 Dining Dollars plus 125 Kimball meal swipes.

Available only to residents of Figge Hall, Williams Hall, the Townhouses, or off-campus students.

Restrictions on Meal Plans

- Dining dollars can be used in Crossroads, Cool Beans, Lobby Shop, Starbucks and the D’Agostino Café, and the O’Connor Family Cafe.
- They are also accepted at Kimball Main Dining Room.
- Apartment residents may opt for any of the Apartment Food Plans.
- Off campus students may select any food plan.
- *All Food Plans, Guest/Meal Swipes, and Dining Dollars expire at the end of the semester.*

Special Fees

	Full Year	Second Semester
Health Insurance**.....	\$2,844.00	\$1,614.00

Visual Arts fees and/or laboratory fees will be billed and payable as incurred.

All students studying at a program that is not administered by the College are required to pay a \$500.00 Continuation Fee.

Checks returned unpaid by our bank will be assessed a \$30.00 returned check fee. Payments made online that are returned for insufficient funds or other reasons will be assessed a \$10.00 returned payment fee.

Graduating students are assessed a \$150.00 graduation fee on their last semester statement.

Late fees will be assessed in those cases when a balance remains on a student's account and mutually agreed upon arrangement has not been made. The following late fee structure will be implemented:

Balance	Fee
up to \$1,999.99	\$50.00
\$2,000.00–\$2,999.99	\$100.00
\$3,000.00–\$3,999.99	\$150.00
\$4,000.00–\$4,999.99	\$200.00
\$5,000.00 and higher	\$250.00

We regret the need to have to assess a fee for late payment as the vast majority of students and parents pay their semester bill by the due dates. This policy assures fair and equitable treatment for all student accounts and the timely receipt of tuition payments to help the College meet its operating expenses for the semester.

* The Health Service Fee is a mandatory fee which is charged even if the student waives the group health insurance.

** A waiver of Health Insurance credit will be posted to the student's account upon completion of the waiver form on the UHP website.

Health Insurance

The College of the Holy Cross requires that all students enrolled at least three quarters time must participate in the Student Health Insurance Program (SHIP) or be covered by a health benefit plan with comparable coverage. Minimum benefit levels and services that are required by the SHIP are set forth in the Qualifying Student Health Insurance Program (QSHIP) regulation (www.mahealthconnector.org/help-center). Click on "About". Click on "Policy Center". And finally, click on "Student Health Insurance Program".

If you are covered by your family's insurance plan, we encourage you to compare the costs, coverage, and benefits of the student health insurance plan to those of your existing plan before making any decision about your health insurance. Please consider the following in making your decision:

- Out of state HMO/EPO plans provide minimal coverage for out of network services potentially leaving the member responsible for large medical bills.
- Some plans only cover emergency care when out of the network.
- Many plans do not cover referrals made by Health Services or only cover them after a high deductible or co-payment; the Student Health Insurance Plan can help cover those expenses.

The College has partnered with University Health Plans (UHP) and Blue Cross Blue Shield (BSBC) to provide student health insurance for the 2023 – 2024 academic year. Insurance coverage is provided through BCBS with UHP providing administrative support for enrollment and customer service for general insurance questions.

Insurance coverage for the 2023 - 2024 academic year is from July 25, 2023 through July 24, 2024. The cost for this annual policy is \$2,844.00. We also offer a second semester policy for those students who do not enter the College until January. The cost for the second semester policy is \$1,614.00 and runs from January 1, 2024 through July 24, 2024. All students are billed for the SHIP to ensure compliance with the QSHIP law. Students with comparable coverage must complete a waiver no later than August 15, 2023 to have a credit equal to the cost of the insurance charge posted to their bill.

International students may not waive participation in the SHIP and should complete the enrollment form to expedite the processing of their enrollment. Students who do not have comparable coverage may expedite the processing of their enrollment in the SHIP by completing the enrollment form. This permits the College to facilitate your enrollment in the plan before the waiver deadline. If you do not complete this form, your information will be added to the insurance plan system after August 15, 2023.

In order for students to submit a Waiver of Health Insurance or to complete the Enrollment of Health Insurance, the student will need to access the UHP web site via one of two methods:

- Go to www.universityhealthplans.com and select "College of the Holy Cross", or
- Go to <http://holycross.edu/bursars-office> and select "Health, Vision, and Dental Insurance".

If coverage is not waived by August 15, 2023, students will be enrolled in the Student Health Insurance Plan. All students returning for the 2023 Fall semester need to submit a new waiver or enrollment form for the 2023 – 2024 policy year by the final deadline, even if their decision or information has not changed from the prior year.

A summary of the insurance benefits, directory of the provider network, and FAQs can be found on the UHP website. UHP is available to manage the waiver and enrollment process and to answer general questions about the insurance plan. To speak with a representative, please call (833) 251-1732 or send an email to info@univhealthplans.com. If you have specific questions regarding the benefits, please feel free to contact Blue Cross Blue Shield of Massachusetts at (888) 753-6615.

Terms

Full payment for College of the Holy Cross semester bills are due on:

August 1st for the Fall

January 1st for the Spring

To avoid any unnecessary delays in the registration process, please note the following billing policies and practices:

E-Billing

The Office of the Bursar notifies students (while copying the authorized users) via their Holy Cross e-mail account that an online billing statement is available for viewing on their TouchNet Bill+Payment account. (We do NOT prepare a paper tuition bill.) When you receive this email, you should log on to your STAR account, go to the Finances Section, and select "TouchNet Bill+Payment". Click on the date of the billing statement that you wish to view. (Be sure that your pop-up blockers are off.)

The College has developed a portal for parents and other authorized users to access our student academic records system (STAR). Grades and Financial Aid notifications will be available in the Parent Portal. Students will determine who has access to the parent portal and what information they may view in order to be compliant with the Family Educational Rights and Privacy Act of 1974 (FERPA), a federal law enacted to protect the privacy of students. Students may grant access to others by creating an authorized user account in STAR. Students must also grant parents and other authorized users access to TouchNet Bill+Payment. Student account statements, current activity, payment plans and one-time payment options will be available in TouchNet Bill+Payment.

If no authorized user is established, only the student will have access to his or her e-bill and grades. Students are encouraged to grant access to their parents or any other individuals who may be assisting them with their financial responsibility.

For Students:

Each student's Holy Cross e-mail account is the official notification for all e-bill information. Students should regularly check their e-mail accounts for bill

notification and notices regarding missing documents and financial holds. Students and authorized users should review their spam filters and mailbox limits to ensure they can always accept e-mail from the College. Students will receive an e-mail when new information, such as a billing statement, is available for them to view in TouchNet Bill+Payment. Even without e-mail notification, students can view bills and current account balances and track account activity through TouchNet, 24 hours a day, 7 days a week.

For Parents and other Authorized Users:

Parents, and other authorized users, will receive an e-mail when new information, such as a billing statement, is available for them to view on TouchNet Bill+Payment. Even without e-mail notification, parents and authorized users can view bills and current account balances and track account activity on TouchNet Bill+Payment, 24 hours a day, 7 days a week. ***Students are responsible for payment by the due date, even if e-mail notifications are not received by their parent or authorized user.***

Financial Responsibility Agreement

The College is committed to being transparent about its billing and payment policies/procedures and collection requirements. We want our students to be aware of these policies and thus their responsibilities. Our goal is to help our students understand the cost of their education and the financial policies associated with their continued enrollment at the College.

While information is available on the College's website, to further support transparency about financial costs and policies, beginning with the enrollment period for the 2022 Fall Semester, the College will require students to complete a Financial Responsibility Agreement (FRA). Under this agreement, each will acknowledge and agree to their financial obligations and understanding of the related financial policies of the College. The FRA, in conjunction with our website, e-bill, letters, and other documentation, helps define the College's expectations for payment and allows us to clearly inform students of our policies related to billing, late payments, contact methods, IRS Form 1098-T, etc.

As each semester's registration is considered a separate commitment for which a student must accept financial responsibility, the FRA must be completed online on the student's STAR account every semester prior to accessing the backpack for course enrollment. If a student chooses not to complete the FRA, they will not be permitted to participate in the course enrollment process.

For further information on the FRA and to view a copy of the Agreement, please refer to the Bursar's web page at holycross.edu/bursars-office/financial-responsibility-agreement .

Financial Aid Deductions

The College will reflect as a credit on the tuition statement all scholarships, grants and loans administered by the College.

Anticipated Financial Aid represents contingent credit against the semester charges. As actual payments are received from outside scholarships or loans, actual credits will be applied to the student account. The "Anticipated Financial Aid" section of the billing statement will be deleted forty-five days after the start of the semester allowing for funds to be received by the College for actual credit.

If a **Federal Direct Loan** has been recommended for you, Holy Cross will submit your loan data to the Department of Education. All first-time Federal Direct Loan borrowers will need to complete an entrance interview and a promissory note for the 2023 – 2024 academic year. The Federal Direct Loan funds are disbursed to your account at the College in two installments, Fall and Spring, less the applicable processing fees.

The **Holy Cross Loan** is an institutional loan program offering a fixed interest rate to students who demonstrate financial need. This loan is awarded by the Office of Financial Aid and is administered by the Office of the Bursar with a limited amount of funds available each year. All Holy Cross Loan borrowers will need to complete disclosure statements, a self-certification form, a master promissory note, and an entrance counseling interview every year that the

loan is awarded. The College of the Holy Cross has partnered with Heartland/ECSI to manage the Holy Cross Loan. Students who are awarded a Holy Cross Loan will receive communication from the Bursar Office with instructions on how to complete their online paper work and entrance counseling and sign their master promissory note. The Holy Cross Loan funds are disbursed to the student account in two installments, Fall and Spring.

The **Federal Direct PLUS Loan** is a low-interest loan available to the parents of dependent students who are attending college at least half-time. The interest rate for 2022 – 2023 was fixed at 7.54% with options to go into immediate repayment (60 days after the full disbursement of the loan) or to defer repayment of interest and principal until the student separates from the College. The interest rate for 2023 – 2024 will not be determined until June 2023. There currently is a 4.228% origination default fee (subject to change) at the time of disbursement. This fee may change for all loans with a first disbursement on or after October 1, 2023 to a percentage yet to be determined by the U.S. Department of Education. To avoid a balance due on your tuition statement after the awarding of the Parent PLUS Loan, families should borrow enough to cover the origination fee. To apply for a Federal Direct PLUS Loan, parents must create an FSA ID, submit a 2023 – 2024 FAFSA, complete the online PLUS Loan application with the Department of Education, and, once approved, complete the online Master Promissory Note. The PLUS Loan will be disbursed electronically through EFT less the anticipated origination default fee. More information about the PLUS Loan, including links to the required websites, can be found on the Holy Cross Financial Aid web page at <https://www.holycross.edu/how-aid-works/family-financing-options>.

Notification of **Outside Scholarships and Loans** must be received by the Financial Aid Office prior to the semester bill due date to avoid late payment charges and to ensure proper credit.

Payment Procedures

Students and their families can make tuition payments with a check, on-line or via wire transfer. We also will accept credit cards with a convenience fee of 2.95%. The College is unable to accept payments greater than the amount billed. Any payments received that are greater than the amount billed will be returned for the correct billed amount.

Sending Payment via mail:

Mail correspondence, payments, or Express Mail to:

Office of the Bursar
College of the Holy Cross
1 College Street
Worcester, MA 01610-2395

Please include the billing statement stub with your payment and record the student I.D. number on the check.

Making an Online Payment:

The College has partnered with TouchNet Bill+Payment to offer our families the option to pay their tuition balance online using a checking or savings accounts. Payment with a credit card will be accepted with a 2.95% convenience fee. Students can make an online payment by going to their STAR account and selecting the TouchNet Bill+Payment link. Parents and their authorized users can access their TouchNet account via holycross.edu/bursars-office/pay-my-bill.

Sending an International Wire Transfer:

The College has partnered with Flywire to provide International students with an innovative, safe, and cost effective way to make international payments. Flywire offers multiple payment options and currencies, savings on exchange rates, payment tracking and updates at each state of the payment process, and 24/7 multilingual customer support. To ensure that your student account is properly credited in a timely and expedient fashion please go to www.holycross.flywire.com to initiate your international transfer.

To avoid problems with student registration and a late payment fee, the semester bill is due and payable as specified on the tuition statement. Should a student return to campus with an outstanding balance, a registration hold and late fee may be placed on

their account. Should we experience problems in depositing checks or if the student's tuition account is not current, the College reserves the right to require payments in the form of a cashier's check or wire transfer.

College policy allows for the withholding of transcripts and certifications of academic records from any person whose financial obligations to the College are due and/or unpaid. Delinquent accounts are referred to credit bureaus and a collection agency. If any overdue obligation is referred to an outside agency or to an attorney for collection efforts and/or legal suit, the debt is increased to cover all costs of collection, including interest, penalties, collection agency fees, court costs, and attorney fees.

Monthly Payment Plan:

For your convenience, the College offers semester payment plans through TouchNet Bill+Payment for a \$60.00 enrollment fee for each semester plan.

For the Fall Semester, we offer:

- **Four Month Payment Plan**
beginning July 1st.
- **Three Month Payment Plan**
beginning August 1st.
- **Two Month Payment Plan**
beginning September 1st.

For the Spring Semester, we offer:

- **Four Month Payment Plan**
beginning December 1st.
- **Three Month Payment Plan**
beginning January 1st.
- **Two Month Payment Plan**
beginning February 1st.

The Payment Plan is designed to pay the remaining balance on the account after charges and Financial Aid or any other payments are applied to the account. When you have new charges, your installment amounts will go up; when you have payments or other credits, your installment amounts go down.

Loan Programs

Federal Direct PLUS Loan

There are many different educational loan programs which are made available to parents. The Office of Financial Aid administers the Federal Direct PLUS Loan Program. The Federal Direct PLUS Loan is a low-interest loan available to parents of dependent students who are attending college at least half-time. The interest rate for 2022 – 2023 was fixed at 7.54% with options to go into immediate repayment (60 days after the full disbursement of the loan) or defer repayment of interest and principal until the student separates from the College. The interest rate for 2023 – 2024 will not be determined until June 2023. There currently is a 4.228% loan origination fee at the time of disbursement. To avoid a balance due on your tuition statement after the awarding of the PLUS Loan, families should borrow enough to cover the loan fee.

For academic year 2023 – 2024, there are three repayment options:

- Standard Repayment Plan: fixed amount to be repaid within 10 years,
- Graduated Repayment Plan: payments gradually increasing every two years to ensure repayment within 10 years, and
- Extended Repayment Plan: allows you to repay your loan over an extended period of time up to 25 years.

To apply for the Parent PLUS Loan, parents will need to create an FSA ID, submit a 2023 – 2024 FAFSA, complete an online PLUS Loan application at the Dept. of Education website, and, once approved, complete an online Master Promissory Note. The Financial Aid Office will automatically receive the status of the PLUS Loan request one to two business days after the application has been submitted, after which the Office will process the loan, if approved. If you are interested in this loan program, please access the Financial Aid web site at <https://www.holycross.edu/how-aid-works/family-financing-options> for directions on submitting a loan application.

Private Loan Information

The Office of Financial Aid does not utilize a preferred lender list. Instead, we offer several suggestions and questions that students and their families should consider when researching private loans. We suggest that students exhaust all of their federal loan eligibility before applying for a private loan. Also, parents may want to consider the Federal Direct Parent PLUS Loan before looking into a private loan. Private loans may be borrowed yearly or per-semester. Please keep in mind that a loan that is taken out per semester may result in multiple inquiries to the borrower's credit report. The amount of the loan will need to be reported.

To reduce students' overall indebtedness, we suggest considering a private loan in the parent's name. If not, then the student will need a credit worthy co-borrower to apply for a private loan. Any co-borrower assumes responsibility for the loan should the borrower fail to repay.

If you need assistance planning or have questions, please do not hesitate to reach out to the Office of Financial Aid. Further information regarding private loans can be found on their website at <https://www.holycross.edu/how-aid-works/family-financing-options>.

Refund Policy for 2023–24 Academic Year

The Bursar's Office issues all refunds to students withdrawing from Holy Cross or taking an approved leave of absence. All refunds provided pursuant to this policy are subject to assessment of an administrative fee.

Refunds in Connection with Withdrawal and Leaves

If a student withdraws from the College during the semester, charges will be prorated if the student has been enrolled for less than or equal to 60% of the term. The refund formula measures the actual number of days enrolled during the semester. For example, the percentage elapsed in a semester is determined by dividing the number of days enrolled by the number of days in the semester including weekends and holidays and excluding Thanksgiving break and Spring break, if applicable.

If a student is a recipient of Federal Title IV financial aid, refunds to those programs are required by federal law to be the first priority and must be returned in the following order: Federal Direct Unsubsidized Loan, Federal Direct Subsidized Loan, Federal Direct PLUS Loan, Federal Pell Grant, and Federal SEOG. A student is not eligible for a refund until all Federal Title IV programs and other scholarships and loans are reimbursed as required and all outstanding balances with the College have been cleared.

If a student withdraws or takes a leave after the 60% point in the semester, there will be no refund of tuition and fees. Room and board will be refunded after the 60% point only if withdrawal or the leave of absence occurs due to disciplinary action, medical hardship, or closure of all College residential housing. Under these circumstances, refunds of room and board will be calculated on a daily basis based upon the number of days that room and board are offered for the semester.

There will be no refund of tuition or fees in the event that the College determines that all courses must move to a virtual format, all residential housing must close, or as a result of any other changes to programs or activities.

Room and Board Refunds with Continued Enrollment

The College will provide refunds of room and board under the following circumstances in which a student remains enrolled and has not withdrawn or taken a leave of absence.

- The College will provide a full refund of room and board to any student who entered into an Agreement regarding Occupancy of Student Residence Housing and College Board – 2023-2024 Academic Year who notifies the College in writing by sending a written notice to Residential Life and Housing at reslife@holycross.edu on or before Monday, August 28, 2023 for the fall semester and on or before Monday January 22, 2024 for the spring semester that such student will not reside in College housing at any time during that respective semester.

- From Tuesday, August 29, 2023 until Monday, September 18, 2023, a student may elect to decide that she, he, or they will no longer reside in College residential housing during the 2023 Fall semester by sending a written notice to Residential Life and Housing at reslife@holycross.edu. From Tuesday, January 23, 2024 until Monday, February 12, 2024, a student may elect to decide that she, he, or they will no longer reside in College residential housing during the 2024 Spring semester by sending a written notice to Residential Life and Housing at reslife@holycross.edu. In such a case, the student will receive a prorated refund of room charges and the unused portions of meal plans based upon the number of days that room and board are offered for the semester as described above. Students who decide that they will no longer reside in College residential housing after the above dates will not receive a pro-rated adjustment to their room and board charges.

Students who are required by the College to vacate their College-provided housing before the end of the housing license period due to a closure of all residential housing or disciplinary reasons will receive a prorated refund of room charges and the unused portions of meal plans based upon the number of days that room and board are offered for the semester. However, students who are approved to remain on campus despite the closures of residential housing because of an inability to depart will be responsible for room and board fees for the duration of their stay.

Fees and Items Not Subject to Refund

The following fees and items are not subject to the refund policy: Visual arts fees, medical insurance, late fees, leave of absence fees, dormitory fines, parking fines, and library fines, and any other miscellaneous fees.

All refunds are calculated and issued from the Office of the Bursar. Federal regulations require that the final tuition statement of all withdrawing students be finalized no later than 30 days after the withdrawal date.

Direct Deposit is the default refund method. Students are encouraged to provide their banking information on their TouchNet Bill+Payment account to facilitate any refunds via direct deposit. Students would need to log into their STAR account, open the TouchNet Bill+Payment link, and select the Refunds tab. The refund account should carry the name of the account holder to facilitate the return of requested funds.

Further information concerning the details of this refund policy may be obtained by contacting the Office of the Bursar.

The College will not issue refunds to third parties, i.e., loan agencies, banks, companies. Refunds from 529 disbursements are issued to the student. PLUS Loan refunds and refunds from outside parent loans will be issued to the borrowing parent unless written instructions to do otherwise are submitted each semester. Refunds from student loans and student scholarships will only be refunded to the student.

Banking Services

There are two Automatic Teller Machines located in the Hogan Campus Center operated by Santander Bank and Bank of America. Representatives from each bank will be at the Hogan Campus Center upon the opening of school for your convenience. Detailed information outlining the different accounts will be mailed to students before school begins.

Direct Deposit

Students who have been awarded college work study as part of their Financial Aid package and who work on campus are **required** to have their weekly earnings deposited directly into their bank account. Banking information can be submitted via HR Self Service at the following [link](#) under Job/Career Resources.



College of the Holy Cross
Bursar Office
O'Kane 159
One College Street
Worcester, Massachusetts 01610-2395
(508) 793-2521
(508) 793-3045 fax
www.holycross.edu/bursars-office