



# A Guide to Payment Policies & Procedures 2020 – 2021



COLLEGE OF THE  
**Holy Cross**

Revised: December 08, 2020



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 would appreciate your cooperation in following the payment guidelines we have established on Pages 10,11 and 12. 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 2020 – 2021

	Fall	Spring	Total
Tuition .....	\$ 27,025.00	\$ 27,025.00	\$ 54,050.00
Room*..... (standard only)	\$ 4,260.00	\$ 4,260.00	\$ 8,520.00
Board.....	\$ 3,520.00	\$ 3,520.00	\$ 7,040.00
Health Service Fee**.....	\$ 180.00	\$ 180.00	\$ 360.00
Activity Fee.....		\$ 180.00	\$ 180.00
Health Insurance***.....	\$ 2,488.00		\$ 2,488.00
<b>Total .....</b>	<b>\$ 37,473.00</b>	<b>\$ 35,165.00</b>	<b>\$ 72,638.00</b>

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

	Fall	Spring	Total
Standard Room	\$ 4,260.00	\$ 4,260.00	\$ 8,520.00
Standard Room & Bath	\$ 4,710.00	\$ 4,710.00	\$ 9,420.00
Modified Suite	\$ 4,710.00	\$ 4,710.00	\$ 9,420.00
Full Suite	\$ 4,930.00	\$ 4,930.00	\$ 9,860.00
Single Room w/o Bath	\$ 4,930.00	\$ 4,930.00	\$ 9,860.00
Single Room w/ Bath	\$ 5,120.00	\$ 5,120.00	\$10,240.00
Apartment	\$ 5,330.00	\$ 5,330.00	\$10,660.00
Resident Meal Plan	\$ 3,520.00	\$ 3,520.00	\$ 7,040.00
Apartment Meal Plan	\$ 1,450.00	\$ 1,450.00	\$ 2,900.00

The **Resident Meal Plan** will provide students with the following:

- Unlimited meals in Kimball Main Dining Room
- 8 meal swipes per week at Lower Kimball Food Court
- \$425.00 Dining Dollars per semester to be used in all dining locations

*All resident students are required to purchase a meal plan and will be automatically assigned to the Resident Meal Plan.*

The **Apartment Meal Plan** will provide students with the following:

- \$1,450.00 Dining Dollars per semester to be used in all dining locations.

*Available only to residents of Figge Hall, Williams Hall, or off-campus students who are part of the testing protocol for on-campus access.*

### Restrictions on Meal Plans

- Dining dollars can be used in Crossroads, Cool Beans, Lobby Shop, Kimball Food Court, CB2, and the D'Agostino Cafe. They are also accepted at Kimball Main.
- Apartment residents may opt for the Apartment Meal Plan.
- Off campus students may select any meal plan if they are part of the testing protocol for on-campus access.
- All dining dollars and meal plans expire at the end of the semester.

\* Students living in suites or singles will be assessed an additional fee each semester.

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

\*\*\* Health insurance fee will be reversed upon receipt of a completed insurance waiver.

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.

Fourth year graduating students are assessed a \$150.00 graduation fee on the Spring 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.

## 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](http://www.mahealthconnector.org)). 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 2020 – 2021 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 2020 – 2021 academic year is from July 25, 2020 through July 24, 2021. The cost for this annual policy is \$2,488.00. 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 \$1,453.00 and runs from January 1, 2021 through July 24, 2021. 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, 2020 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, 2020.

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](http://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, 2020, students will be enrolled in and billed for the Student Health Insurance Plan. All students returning for the 2020 Fall semester need to submit a new waiver or enrollment form for the 2020 – 2021 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 enrollment and answer general questions about the insurance plan. To speak with a representative, please call (800) 437-6448 or send an email to [info@univhealthplans.com](mailto: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 1<sup>st</sup> for the Fall** (Due to the Covid-19 pandemic, the tuition and fees for 2020 Fall are due August 17th, 2020.)

**January 1<sup>st</sup> for the Spring** (Due to the Covid-19 pandemic, the tuition and fees for 2021 Spring are due January 22, 2021.)

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

## E-Billing

The College has implemented electronic billing as the required method of receiving monthly tuition statements. To assist students and their families with paperless billing, the College developed a portal for parents and other authorized users to access our student academic records system (STAR). Students 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. 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 STAR, 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 the TouchNet Bill+Payment. Even without e-mail notification, parents and authorized users can view bills and current account balances and track account activity on the 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 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 **Stafford Loan** has been recommended for you, Holy Cross will submit your loan data to the Department of Education. All first-time Stafford Loan borrowers will need to complete an entrance interview and a promissory note for the 2020 – 2021 academic year. The Stafford 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. 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 2020 - 2021 is fixed at 5.3% with options to go into immediate repayment or to defer repayment until the student separates from the College. There currently is a 4.236% origination default fee (subject to change) at the time of disbursement. This fee will change for all loans with a first disbursement on or after October 1, 2020 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 2020 – 2021 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. Award letters for scholarships and approval notices for loans are required.

## Payment Procedures

Students and their families can make tuition payments with cash, check, on-line or via wire transfer. We are now accepting credit cards with a convenience fee of 2.85%. 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 or via credit card (with a 2.85% convenience fee). There is no charge to utilize this service for making a one-time online tuition payment. Students can make an online payment by going to their STAR account and electing the TouchNet Bill+Payment link. Parents and their authorized users can access their TouchNet account via [holycross.edu/bursars-office/pay-my-bill](http://holycross.edu/bursars-office/pay-my-bill).

### ***Sending a Domestic Wire Transfer:***

If you would like to send your payment via wire transfer, please contact the Bursar Office (508) 793-2521 or via email at [bursar@holycross.edu](mailto:bursar@holycross.edu) for directions on this procedure.

### ***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](http://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 and without payment arrangements, the student will have to sign a promissory note in order to have a registration hold removed from 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 cash, 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 plans through TouchNet Bill+Payment for \$50.00 enrollment fee for each semester plan.

For the Spring Semester, we are offering:

- **Three Month Calculated Payment Plan**  
beginning January 1st
- **Two month Calculated Payment Plan**  
beginning February 1st.

The Calculated 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.

If you need assistance in calculating your payment plan, please do not hesitate to contact the Bursar Office at (508) 793-2521.

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 2020 – 2021 is fixed at 5.3% with options to go into immediate repayment or to defer repayment until the student separates from the College. There currently is a 4.236% 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 2020 – 2021, there are three repayment options:

- Standard Repayment Plan: fixed amount to be repaid within 10 years,
- Graduated Repayment Plan: payments gradually increasing 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 2020 – 2021 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.

## Refunds of Tuition, Room, and Board

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 (and with respect to room and board, the number of days that room and board is offered for the semester which is a shorter period). 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. The percentage elapsed in the housing period is determined by dividing the number of days in residence (including having property in the residence hall) by the number of days in the housing period.

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: Unsubsidized Stafford Loan, Subsidized Stafford Loan, Federal 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 after the 60% point, there will be no refund of tuition and fees. Room and board fees will be refunded after the 60% point only if withdrawal or removal from residential housing occurs due to 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. A student who is required to withdraw for disciplinary reasons or whose residential

housing is limited, suspended or terminated due to disciplinary reasons is not entitled to a refund of tuition, room, or fees.

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 – 2020-2021 Academic Year who notifies the College in writing (by contacting the Assistant Dean of Students/Director of Residential Life and Housing at [ecoolbau@holycross.edu](mailto:ecoolbau@holycross.edu)) on or before Sunday, August 30, 2020 for the Fall semester and on or before January 30, 2021 for the Spring semester that such student will not reside in College housing at any time during the 2020-2021 academic year.
- From Monday, August 31, 2020 until Sunday, September 20, 2020, a student may elect to decide that he, she or they will no longer reside in College residential housing during the 2020-2021 academic year by sending a written notice to the Assistant Dean of Students/Director of Residential Life and Housing at [ecoolbau@holycross.edu](mailto:ecoolbau@holycross.edu). From Sunday, January 31, 2021 until Sunday February 21, 2021, a student may elect to decide that he, she, or they will no longer reside in college residential housing during the 2021 Spring semester by sending a written notice to the Assistant Dean of Students/Director of Residential Life and Housing at [ecoolbau@holycross.edu](mailto:ecoolbau@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. The refund is not available to students who have pending disciplinary matters or whose residential housing is limited, suspended or terminated because of disciplinary reasons. 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.

- A student who participates in a College-sponsored semester away or study abroad program during the Spring semester will be charged room and board based on standard fees for the particular study program.

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 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, computer installment payment plans, 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 the 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.

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. Direct Deposit is the default refund method. Students are encouraged to provide their banking information on the 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.

## **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 encouraged to have their weekly earnings deposited directly into their bank account. Details are available in the Payroll Office in O'Kane 159. We encourage student employees to take advantage of this fast and convenient method of payment.



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