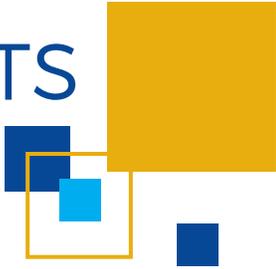




# STUDENT ACCOUNTS



# FAQs



---

## WHEN ARE BALANCES DUE?

The balance is due and payable when your class starts. As an open enrollment college, we have classes starting constantly and therefore do not have a set due date. Finance charges will be assessed at 12% per annum on unpaid balances remaining after 30 days. Unpaid balances that remain after classes are over risk being sent to a collection agency.

## HOW DO I MAKE A PAYMENT ON CAMPUSWEB?

Log on to <https://campus.mpcc.edu/ics> click the Student tab on the top menu bar, then click Student Accounts. Here you can access your statement and make full or partial online payments 24/7 when it's convenient for you.

## CAN I SET UP A PAYMENT PLAN TO AVOID FINANCE CHARGES OR AVOID MY BILL GOING TO A COLLECTION AGENCY?

Formal payment plans are not offered. The College allows students to pay in full or make payments throughout the semester of enrollment instead of being limited to set amounts or specific dates. Making partial payments can reduce finance charges or reduce the amount turned over to a collection agency yet partial payments will not prevent either from occurring.

## WHY IS THERE A HOLD ON MY ACCOUNT?

Students are financially responsible for all enrolled courses. Failure to pay an account will place a hold on your account until it's paid off in full. A hold will prevent you from registering for any new courses. Also, transcripts, grades and diplomas will be held until the balance is paid in full.

## WHY DID MY OVERALL BALANCE CHANGE?

Adjustments to student accounts will occur if you add or drop a course, receive additional financial aid/scholarships, or incur other charges (housing fines, library fines, finance charges, etc.).

## WILL I GET A REFUND IF I DROP OR WITHDRAW FROM MY COURSE?

If the course is dropped before the class starts there will be a 100% refund of tuition and fees. If the drop is after a class begins, the refund will be determined by a computation and could result in no refund. Please check CampusWeb for details regarding your specific courses.

## WHEN WILL I GET MY REFUND CHECK?

The first financial aid disbursement is approximately 5-6 weeks after courses start. Refund checks continue to disburse throughout the semester and are issued based on when a student's financial aid paperwork is finalized.

## I'M MOVING, HOW DO I UPDATE MY ADDRESS?

Any of our Welcome Centers will be able to help you update your address. Make sure you update it each time you move to ensure you receive refund checks, billing statements and other correspondence.