FREQUENTLY ASKED QUESTIONS  
(FOR THE TRADITIONAL DAY/EVENING UNDERGRADUATE STUDENT)  
Fall 2020

Q. **When is my tuition due?**  
A. Payment in full and/or payment arrangements for Fall 2020 are due upon assessment and no later than the first day of school.

Q. **How can I pay for my tuition?**  
A. The Business Office offers several ways for students to pay their tuition. Payments can be made online via your Self-Service account, in person at the Business Office, over the phone, or by mail. We accept cash, check, wire-transfer or ACH, credit/debit card (MasterCard®, Visa®, and American Express®).

Q. **What if I can’t pay my tuition in full by the first day of classes?**  
A. The Business Office offers a semester deferred payment plan to students who are unable to pay their tuition in full. You must sign a contract to be eligible for this plan. There is a $100.00 deferred payment fee charged if you choose this pay plan.

Q. **What are the payment due dates if I choose to pay by the semester deferred payment plan? See table.**  
A.  
<table>
<thead>
<tr>
<th>Date</th>
<th>Payment Due Date</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>July 31, 2020</td>
<td>July 31, 2020</td>
<td>25%</td>
</tr>
<tr>
<td>August 28, 2020</td>
<td>August 28, 2020</td>
<td>25%</td>
</tr>
<tr>
<td>September 25, 2020</td>
<td>September 25, 2020</td>
<td>25%</td>
</tr>
<tr>
<td>October 23, 2020</td>
<td>October 23, 2020</td>
<td>25%</td>
</tr>
</tbody>
</table>

Q. **Do I have to accept Woodbury’s Health Insurance Plan?**  
A. Yes. However, if you are covered through another plan and complete the online waiver, we will remove the health insurance charge from your account. You may complete the online waiver at [https://clients.garnett-powers.com/univ/woodbury/](https://clients.garnett-powers.com/univ/woodbury/) by September 11, 2020 after which no waivers will be accepted and no refunds of premiums will be made.

Q. **What is the fee for The Woodbury Student Health Insurance?**  
A. The Health Insurance Premium for Fall 2020 is $955.00.

Q. **What if I register for a class or classes and never attend any sessions, will I be automatically dropped?**  
A. It is the student’s responsibility to formally drop or withdraw from any classes through the Registrar’s Office. In addition, there will be a $150.00 no-show fee assessed to the student’s account if an instructor notifies the Registrar’s Office of non-attendance during the first week of the semester.

Q. **Will I be charged any fees if I drop all of my classes during the add/drop period?**  
A. You may add or drop courses during the first two weeks for a 100% refund less a $100.00 administration fee.

Q. **If I withdraw from all of my classes during the third and fourth week of the semester how much will I be charged?**  
A. During week three you will be charged 50% of your tuition and fees and 75% during week four. There will also be a $100.00 administration fee assessed. If you withdraw from all classes after week four you will be charged 100% of the tuition and fees.

Q. **What if my financial aid exceeds the amount of my charges, when can I get my refund check?**  
A. Financial aid is applied to the student’s account after the add/drop period ends. Please refer to your Self-Service account and once you have a credit balance on your account, we will automatically mail out a check to the student’s address on file.

Q. **What if my Parent (PLUS) Loan caused my account to have a credit balance?**  
A. If you are receiving a Parent (PLUS) Loan and funds from that loan causes your account to have a credit balance, the Business Office will need written authorization from the parent before funds can be released to the student. If no authorization is received within 7 - 10 days, we will automatically mail out a refund check to the parent’s address on file.

Q. **What if I need help purchasing my books?**  
A. If you have an anticipated credit from your financial aid award through the end of the add/drop period, you are eligible to use that anticipated credit towards books and supplies. The credit may only be used at the Woodbury University Bookstore.