THE KING'S UNIVERSITY

# Student Accounts

*Frequently Asked Questions*

## Contact Information:

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## Refund Policy:

Tuition refunds/credits are made for withdrawal from a course(s) when an official Schedule Adjustment (Drop/Add) Form is filed with the Registrar. Students may withdraw from a course and receive a full refund as per the refund/credit schedule below. The date of withdrawal is certified as the date on which the Schedule Adjustment (Drop/Add) Form is filed with the Registrar (not the date of the last class attended).

Failure to attend class does not constitute withdrawal. Students failing to properly withdraw from a course will not receive a refund. Refunds/credits are issued per the following schedule.

### Refund Schedule

**Fall 2019 (On-Ground/Modules)**
100% refund August 19 – 25
75% refund August 26 – September 1
50% refund September 2 – 8
25% refund September 9 – 15
No refund after September 15

**Spring 2020(On-Ground/Modules)**
100% refund January 13 – 19
75% refund January 20 – 26
50% refund January 27 – February 2
25% refund February 3 – 9
No refund after February 9

**Online Refund Schedule**

**Fall 2019 Online Session 1**
100% refund August 19 – 21
75% refund August 22 – 24
50% refund August 25
25% refund August 26
No refund after August 26

**Fall 2019 Online Session 2**
100% refund October 21 – 23
75% refund October 24 – 26
50% refund October 27
25% refund October 28
No refund after October 28

**Spring 2020 Online Session 1**
100% refund January 13 – 15
75% refund January 16 – 18
50% refund January 19
25% refund January 20
No refund after January 20

**Spring 2020 Online Session 2**
100% refund March 16 – 18
75% refund March 19 – 21
50% refund March 22
25% refund March 23
No refund after March 23

***For Summer 2020 Refund Schedule, please refer to the Academic Catalog at tku.edu.***

## Course Changes – Drop/Add:

Course changes may occur at any time during the designated periods of the academic calendar. The student must initiate such changes through the Registrar's Office and must use the proper forms which can be located on the TKU website. Courses that are dropped are subject to the school's refund policy.

The academic calendar allows for a designated period in which courses may be dropped without recording. After that date courses are recorded as "Withdraw Passing" (WP) or "Withdraw Failing" (WF). Failure to attend a course without officially processing the drop will result in a grade of F on the student's academic transcript.

## What Are My Payment Options?

- Pay in full by the first official day of the semester **or**
- A Payment Plan according to the following table:

| Payment Plan Options Table | | |
|---|---|---|
| **Payments** | **Fall 2019** | **Spring 2020** |
| **First** | 8/19/2019 | 1/14/2020 |
| **Second** | 9/15/2019 | 2/15/2020 |
| **Third** | 10/15/2019 | 3/15/2020 |

A $65.00 one-time fee applies per payment plan. The completed Payment Plan form must be signed and returned to Student Financial Services by the last Friday before the semester begins. Effective as of Fall 2016 recurring auto-debits are mandatory for all Payment Plans.

## How Do I Pay?

We encourage all students to pay via the student portal using credit card or electronic check. Once logged in, select "My Ledger" on the left side of the page.

Payment Plans **must** be paid via recurring auto-debit from checking account **or** credit card. The Payment Plan form may be found in the student portal.

*If for any reason a student cannot meet the above criteria due to extenuating circumstances, the student **must** contact the Student Financial Services office for assistance by the last Friday before the semester begins.*

## Policies:

Your balance is considered past due if not paid in full by the first day of class, **unless a payment plan has been approved**. If your balance is not paid according to the due dates on your Payment Plan, a hold will be placed on your account preventing you from registering for the next term and preventing you from viewing your grades. If your balance is not paid in full, you may be removed from class and unable to take final exams.