

# CCA Student Accounts Billing Guide & FAQ

## What is my Billing Worksheet?

You must complete and submit this form every year. It lists your tuition, fees, and financial aid, then calculates either the balance due to the college or the anticipated refund due to you. If your charges are not covered in full by financial aid, you must select one of the three payment plans. The payment plans can be referenced online at <http://www.cca.edu/students/handbook/payment-plans>.

## When are the Billing Worksheets due?

The Billing Worksheets and the first payments for the fall 2012 semester are due on or before July 15. For spring 2013 entry students, the first payment and worksheet is due prior to registration or by November 1.

## How can I change my contact information such as billing address and phone number?

Students can log in to <https://webadvisor.cca.edu> to change their billing address, phone number and email address. Students are always encouraged to update their contact information so that appropriate correspondences can be received in a timely manner.

## Who do I contact if I have yet to receive a Financial Aid Award Letter by the first payment deadline?

Contact the Financial Aid Office to ask whether all of your required documents have been received and reviewed. **CCA's policy is that if a student has not been awarded financial aid, they must calculate their payment without financial aid.**

## Will I receive a bill in the mail from the school other than the Billing Worksheet?

Students can and, at any time, access their Student Accounts Statement online using **WebAdvisor** for up-to-date billing information. Students will also receive important billing reminders at their CCA webmail. You will also receive mailed billing statements at the start and end of the terms that list all activity on your account since the last statement as well as your current balance. **Failure to receive a bill does not relieve you of the responsibility to make a payment.** Please refer to the Billing Worksheet to adhere to your payment plan and to track financial aid awards. Also enclosed with the statements are important reminders concerning payment deadlines, registration information and financial aid deadlines. **Please pay close attention to these reminders.**

## Why doesn't the balance in my billing statement correspond to my monthly payment?

This is because the billing statement is based on monthly account activity as opposed to the per-semester payment calculations on your Billing Worksheet. Please remember the timing of financial aid disbursements varies based on class level and that no financial aid disbursements will be made until all financial aid requirements are completed.

## What payment methods does CCA accept?

CCA accepts cash, check, credit card, and wire transfer. Visa, MasterCard, American Express, and Discover can be used when you are paying in the Student Accounts Office or online at <https://webadvisor.cca.edu>. For important information regarding on-line payments, please visit <https://webadvisor.cca.edu/WebAdvisor/html/PayFAQ.html>

## Where can I send payments?

Payments can be mailed to:

California College of the Arts

Attn: Student Accounts

5212 Broadway Oakland CA 94618

or

California College of the Arts

Attn: Student Accounts

1111 Eight St. San Francisco CA 94107

**\*\*\*Please make sure to include the student's name and student ID number\*\*\***

Payments also can be made at either campus's Student Accounts Office. Credit card payments can be made via phone.

**CCA Wire Transfer Instructions- Please contact the Student Accounts Office to obtain wire instructions..**

**Can CCA automatically bill my credit card each month?**

Yes, you can set up an automatic charge with Student Accounts free of charge. Automatic Charge plans are set up per semester for full-time students only and are only available for the six-month plan. You can obtain the Automatic Charge Form at the Student Accounts Office.

**Where do I get more information pertaining to the school's health insurance policy and who do I contact for information?**

Visit <http://www.cca.edu/students/health> or contact the Student Affairs Office at (510) 594-3678 or (415) 703-9265 if you have specific questions about the health insurance policy.

**What is an Insurance Waiver Form and when is it due?**

All full-time students (12 or more units for all programs except Visual and Critical Studies, where 9 units is considered full-time) are automatically charged for health insurance. Health insurance fees can be waived by completing a Health Insurance Waiver Form and providing proof of alternate insurance coverage. This form is included in your billing packet and is also available at the Student Accounts Office. The Health Insurance Waiver is valid for one academic year and must be renewed annually. Your completed waiver form is due on or before September 14 for fall 2012 and February 1 for the spring 2013 term.

\*International students are required to purchase the schools Kaiser Health Insurance and have additional requirements to waive the insurance. International students also have **additional requirements** to waive out of the CCA Kaiser Plan and are required to submit their waiver **directly** to **Jessica McMillan, Director of International Student Affairs and Programs (ISAP)**

**What if I want health insurance but turned in a health insurance waiver form?**

If you wish to enroll in the college's insurance plan but previously waived it, you can do so by completing an Insurance Waiver Reversal Form on or before September 14 for fall 2012 and February 1 for the spring 2013 semester. Forms are available at the Student Accounts.

**When will I receive my Financial Aid refund check?**

All types of financial aid awards, with the exception of Federal Work-Study, will automatically be credited to a student's account once his or her financial aid file has been completed and after the enrollment verification check has been performed at the end of the add/drop period each semester.

Any aid awarded in excess of institutional charges (e.g. tuition, dorm fees, etc.) will be refunded to the student beginning on the fourth Friday after the start of the term. If there is a Federal PLUS loan credited to a student's account, any refund will be mailed to the parent. Refund checks are automatically mailed, so students are responsible for ensuring the Student Accounts Office has their correct billing address. The complete schedule of financial aid disbursement can be referenced online at <http://www.cca.edu/admissions/financialaid/disbursement>.

**Will I receive a tuition refund if I drop classes?**

Students are responsible for dropping courses. CCA does not drop courses for non-attendance. Courses must be dropped during the add/drop period in order to get a 100% refund with the exception of the nonrefundable fees (e.g. registration fee, tuition deposit, etc.). For the list of non-refundable fees, please visit

[http://www.cca.edu/students/handbook/tuition\\_fees](http://www.cca.edu/students/handbook/tuition_fees).

**What is the Authorization for Release of Student Account Information?**

Student records including financial information are protected under the 1974 Family Educational Rights and Privacy Act (FERPA). This means that besides CCA staff, third parties including spouses and parents may not have access to a student's account information without the student's written permission. Authorization forms are included in your billing

packet and are also available at the Student Accounts Office. Students are now able to grant online access to parents, guardians, spouses, and others using WebAdvisor. Students can grant (and revoke) online access to their financial and academic records to as many additional users as they like. Please keep in mind student-granted WebAdvisor access is not a replacement for the Student Accounts FERPA release form.