

READING HOSPITAL SCHOOL OF HEALTH SCIENCES POLICY NO. 601

SUBJECT: Tuition Payment and Student Refund Policy

Responsibility of: Director of Financial Aid and Budget
Originated: June 2012 Revised: June 2020 Reviewed: June 2020

SCOPE: Students enrolled at the Reading Hospital School of Health Sciences (RHSHS).

PURPOSE: Provide guidance for the scheduling of tuition payments. Provide guidance for student refunds of tuition payments.

POLICY: Students are automatically registered for courses each semester according to the published program curriculum plan. Once registered, charges are applied to the student's account by the Student Accounts Office. Students accept responsibility for all charges associated with the enrolled semester and are responsible for payment of all charges. Financial obligations may include, but are not limited to, tuition, fees, residency/housing, library materials or fines, and unpaid room damage charges.

DEFINITIONS: N/A

PROCEDURE: All student account billings, payments, and receipts are processed by the Student Accounts Office located in the RHSHS building.

Billing

For programs with established semesters [Nursing, Medical Imaging, Diagnostic Medical Sonography, Paramedic Education and Surgical Technology] billing will occur approximately 30 days prior to the beginning of each semester.

For programs without established semesters [Emergency Medical Technician (EMT), Advanced Emergency Medical Technician (AEMT), Medical Laboratory Science (MLS) and Phlebotomy] billing will occur one time for the entire program amount approximately 30 days prior to the start of the program.

Current students will receive a billing notification to their school e-mail account approximately 30 days prior to the start of classes each semester. Students will be able to logon to their WebConnect account and view their current account balance. Students who fail to receive a billing notification prior to the start of a semester should contact the Student Accounts Office.

Any student granted late enrollment or registered after the start of a semester will receive notification via e-mail from the Student Accounts Office with payment due immediately.

Residence/ housing fees (private and non-private) are billed per semester for the Nursing, Medical Imaging, Paramedic and Surgical Technology programs. MLS students are billed annually or for the length of time in housing.

Payments

Students (and/or parents) can make payments by using any of the methods listed below:

- Pay Online: Students can pay online using their WebConnect account
- Pay by Phone: Call 484-628-0102. All major credit cards accepted. No fees.
- Pay in Person: Pay by check, money order, credit/debit card or cash at the Student Accounts Office or by using the secure drop box outside the Student Accounts Office.
- Pay by Mail: Mail checks or money orders payable to “RSHS” to:

*RSHS
Student Accounts Office
PO Box 16052
Reading, PA 19612-6052*

Tuition charges/bills for all programs are to be paid in full no later than one week prior to the first day of class for both semester and non-semester programs. In lieu of full payment, students may elect to participate in a Payment Plan Option (PPO). If a student chooses to participate in the PPO, the payment plan must be initiated by the student and completed by the Student Accounts Office before by the tuition due date (one-week prior to start of semester). A financial hold may be placed on a student’s account if his/her account has not been satisfied by the one-week deadline (either paid in full or established PPO in writing).

Payment Plan Option (PPO)

The convenience of paying tuition charges on a monthly basis is an attractive option for many students and their families. RSHS provides an opportunity for students to pay current academic year educational expenses with interest-free installments each semester by utilizing the Payment Plan Option (PPO). The PPO is available to students in all programs. If you would like to take advantage of the PPO you can request copies of the form from the Student Accounts Office, download the form from the website or establish the PPO using the Online Payment Plan Request Form.

The payment plan option is not available for payment of parking violations or other miscellaneous fees (lost ID badges, returned check charges, etc.).

Late Payments/Failure to Pay/ Past Due Obligations

Students accept responsibility for all published and billed charges associated with the enrolled semester and are responsible for payment of all charges.

Changes in Financial Aid determination, expected grants and loans, outside scholarship or sponsor resources, errors in the billing process, illness or extended injury, or any other change in the student’s personal or financial situation does not relinquish the student from the obligation to pay for all charges in full.

A late charge of \$25.00 and a financial hold may be applied to any student's account if payment is not received by the due date or is not sufficient to cover the charges due as per the student's payment plan. If an account becomes delinquent, RHSHS may prohibit the student from:

- Attending classes, clinical experiences, laboratories, field work, and school-related or school-sponsored activities
- Taking final examinations
- Registering for future classes
- Receiving grade reports, transcripts, or diploma
- Continuing in the program
- Graduating
- School endorsement for certification/licensing examinations

Neither active or withdrawn students will be permitted to receive a transcript, grade report, or diploma/certificate until all financial obligations are paid in full and all financial holds are removed from the account. In addition, the school reserves the right to submit past due accounts to a collection agent.

A student who leaves the program, whether voluntarily or not, will be responsible for amounts owed to the school with the full amount due immediately.

All charges for any given semester must be paid in full prior to starting a subsequent semester.

Changes in Curriculum Plan, Course Withdrawals, or Non-Attendance

Having charges placed on a student's WebConnect account and receiving a billing notice via the student's school email indicates that the student is enrolled for the upcoming semester. Students who are considering a change in curriculum plan, withdrawing from a course for any reason, or withdrawing from the program/school should consult program and school policies related to Withdrawal from a Course, and Voluntary Withdrawal from School.

RHSHS does not automatically drop students for non-attendance.

Fees and Other Charges

A \$35 service charge will be assessed to a student's account for checks returned by the bank for insufficient funds or uncollectible for any other reason.

Students will be charged the cost for lost ID badges, school clickers, dosimeters, lead markers and any other property belonging to RHSHS.

Errors or Disputes

Inquiries concerning charges should be referred to the Student Accounts Office. Inquiries about financial aid awards should be addressed with the Financial Aid Department.

Tuition Refunds

Students who withdraw from a course(s) during the Drop/Add period as listed on the current Academic calendar, may be eligible to receive full tuition refund. To qualify for a refund, a student is required to officially withdraw from the course by following the RSHS Policy for Withdrawal from a Course.

Students who withdraw from a course/program voluntarily or who have been dismissed for any reason from any class/classes taught through the RSHS or College vendor, must contact the Financial Aid Office and the Student Accounts Office to discuss the financial impact of the course withdrawal. All students who withdraw or are dismissed from class/classes are required to contact the Financial Aid Office within 5 days from the date of official withdrawal.

Following completion of official course withdrawal, requests for refunds will be approved according to the following:

1. Tuition:
 - a. Students billed by semester - Students who officially withdraw or are dismissed during the Drop/Add period as listed on the current academic calendar will receive 100% tuition refund. No refund of tuition will be given thereafter. Students remain responsible for payment in full for all charges if the date of withdrawal occurs after the Drop/Add period.
 - b. Students billed by program, such as EMT, AEMT, MLS - Students who officially withdraw or are dismissed prior to the end of the 6th calendar day after the program start date will receive 100% tuition refund. No refund of tuition will be given thereafter. Students remain responsible for payment in full for all charges if the date of withdrawal occurs after the 6th day of the beginning of the program.

2. Fees: All applicable course and school fees (examples include laboratory, technology, library, health services, CRT, testing fees etc.) are non-refundable after the end of the 1st calendar day of the semester as published in the current academic calendar. Residence/housing fees (private and non-private) are billed on a semester basis and are not refundable after the end of the 1st day of the semester according to the academic calendar.

EDUCATION AND TRAINING: N/A

REFERENCES: N/A

COMMITTEE AND COUNCIL APPROVALS: SHS Director's Meeting, June 2020

CANCELLATION: Tower Health System policies directly related to this topic shall supersede this RSHS policy. This policy supersedes all previous policies, memoranda, and/or other communications pertaining to this policy.