

Frequently Asked Questions

- Q. What information is included on the bill I receive from the College?
- A. Your bill includes the semester's charges calculated according to credit hour. The bill lists anticipated payments from financial aid and any previous balance from prior semesters or payments already made for the current semester. Your bill also indicates whether we have a valid Certificate of Residence Form on file (below your address) and your class schedule for the billed semester.
- Q. What is a Certificate of Residence and why should I care?
- A. A Certificate of Residence verifies your legal address for the past 12 months. It is **required** for billing purposes **from all students each academic year**. The academic year begins with the Fall semester. Failure of NYS residents to submit an application and/or certificate **by September 12, 2009 will result in a doubling of your tuition.**
- You can obtain an application for a Certificate of Residence online or from the Business Office or a Campus Center. It is important that you follow the instructions on the reverse side (page 2) of the application.
- Q. When is payment due?
- A. **Fall 2009 tuition and fees are due Friday, July 31, 2009. If you register on or after July 31st, you must pay upon registering. Remember, payments must be received by the due date, not mailed by that date.**
- Q. How do I pay my bill?
- A. The College accepts payments by check, money order, cash (if paid in person), or credit card (MasterCard or Visa).
- Q. Can I pay my bill over the phone?
- A. Yes. You can charge your bill to your MasterCard or Visa by calling the Business Office (585-343-0055 ext. 6212.) Please have the cardholder's name, card number, card expiration date and student's social security or student ID number ready when making the call.
- Q. Can I pay my bill online?

A. Yes. You can pay online by credit card (MasterCard or Visa) from your GenESIS account. (www.genesee.edu)

Q. What happens to my registration if payment is not received by July 31st?

A. You **may** be dropped from your courses if payment or satisfactory arrangements for payment have not been made by July 31st. Although you will be allowed to re-register, payment arrangements must be made at that time and there is **no guarantee you will be able to obtain the same schedule of classes.**

Q. What if I am expecting financial aid?

A. Unless your anticipated financial aid appears on your bill, you must request a deferment (an extension of your payment due date) from the Financial Assistance office. Approved deferments must be received by the Business Office prior to July 31, 2009, or at the time of registration.

Q. Can I set up a payment plan?

A. Yes. Enroll in a FACTS Payment Plan online at www.genesee.edu. Log onto your GenESIS account, click Pay Your Bill and then E-Cashier and follow the instructions. The cost to budget your interest-free monthly payment plan is \$25 per semester (nonrefundable).

There are two ways of paying through FACTS:

- A) Automatic Bank Payment (ACH) - ACH payments are processed directly with your financial institution.
- B) Credit Card Option - Your monthly payment will be automatically charged to the credit card you designate.

Q. What are your hours?

- A. **Extended Hours and Saturdays:** Beginning August 17th through August 28th the Student Administrative Services Offices* will offer extended hours:
- | | |
|----------------------|------------------------|
| • Monday – Thursday: | 8:00 a.m. to 6:00 p.m. |
| • Friday: | 8:00 a.m. to 4:30 p.m. |
- Exception hours:**
- | | |
|------------------------|------------------------|
| • Saturday (8/22 only) | 9:00 a.m. to 2:00 p.m. |
| • Thursday (8/27 only) | 8:00 a.m. to 7:00 p.m. |

Normal Hours:

Beginning August 31st, the Student Administrative Services Office will resume normal hours, as follows:

| | |
|----------------------|------------------------|
| • Monday – Thursday: | 8:00 a.m. to 5:00 p.m. |
| • Friday: | 8:00 a.m. to 4:30 p.m. |
| • Saturday: | Closed |

*Financial Aid, Admissions, Records and Business Office

Genesee Community College

INFORMATION

Fall 2009

BILLING

INFORMATION

& FAQ's



GENESEEE
COMMUNITY COLLEGE

State University of New York

Genesee Community College
One College Road, Batavia NY 14020
(585) 343-0055
www.genesee.edu

Dates and Deadlines

TUITION DUE..... July 31

RESIDENCY FORMS DUE.....September 12

Technical Orientation August 22 & August 27

Immunization Deadline September 23

Classes Begin

Full Semester, Distance Learning &

First 8 Week Session August 24

Last 12 Week Session..... September 21

Last 8 Week Session.....October 19

Last Day to Add Classes Without Signature

First 8 Week Session August 26

Full Semester & Distance Learning August 30

Last 12 Week Session..... September 23

Last 8 Week Session.....October 21

Last Day to Drop Classes

First 8 Week Session August 30

Full Semester & Distance Learning September 13

Last 12 Week Session..... October 4

Last 8 Week Session.....October 25

Last Day to Withdraw with "W" Grade*

First 8 Week Session September 23

Full Semester & Distance LearningOctober 25

Last 12 Week Session.....November 8

Last 8 Week Session.....November 18

Classes End

First 8 Week SessionOctober 17

All Other SessionsDecember 14

Final ExamsDecember 15 - 18

Grades Available on GenESIS December 22

(All dates are subject to change)

***If you decide not to complete a course or courses:**
It is the student's responsibility to **formally withdraw** from a class. Failure to do so before the deadline will result in an **F** grade.

Tuition Refund Policy

Refund of Tuition and Fees

The SUNY Board of Trustees approved a resolution standardizing the refund policy for all New York State community colleges as of the fall semester 1998.

FULL SEMESTER/DISTANCE LEARNING CLASSES BEGIN MONDAY, AUGUST 24, 2009

Withdrawal **PRIOR** to Aug 24, 2009 100% Refund

Withdrawal Aug 24th – Aug 30th 75% Refund
(25% Charge)

Withdrawal Aug 31st – Sept 6th 50% Refund
(50% Charge)

Withdrawal Sept 7th – Sept 13th 25% Refund
(75% Charge)

Withdrawal **AFTER** Sept 13th 0% Refund

FIRST 8 WEEK SESSION CLASSES BEGIN MONDAY, AUGUST 24, 2009

Withdrawal **PRIOR** to Aug 24, 2009 100% Refund

Withdrawal Aug 24th – Aug 30th 25% Refund
(75% Charge)

Withdrawal **AFTER** Aug 30TH 0% Refund

LAST 12 WEEK SESSION CLASSES BEGIN MONDAY, SEPTEMBER 21, 2009

Withdrawal **PRIOR** to Sept 21, 2009 100% Refund

Withdrawal Sept 21nd – Sept 27th 60% Refund
(40% Charge)

Withdrawal Sept 28th – Oct 4th 30% Refund
(70% Charge)

Withdrawal **AFTER** Oct 4th 0% Refund

LAST 8 WEEK SESSION CLASSES BEGIN MONDAY, OCTOBER 19, 2009

Withdrawal **PRIOR** to October 19, 2009 100% Refund

Withdrawal Oct 19th - Oct 25th 25% Refund
(75% Charge)

Withdrawal **AFTER** Oct 25th 0% Refund

Questions?

If you have any questions concerning the information in this brochure, you can call GCC's Batavia Campus at 343-0055, and select any one of the offices listed below, or press 8 for express voicemail messaging.

BATAVIA CAMPUS EXTENSIONS

(585) 343-0055

| | |
|--|-------------------|
| | <u>EXT</u> |
| Admissions | 6215 |
| Advisement..... | 6262 |
| Bookstore..... | 6878 |
| Business Office..... | 6212 |
| Business & Employee Skills Training (BEST) | 6868 |
| College Village..... | (585)343-0163 |
| Distance Learning | 6969 |
| Financial Assistance..... | 6223 |
| Records | 6218 |
| Student Activities/Housing | 6261 |

Campus Centers:

| | |
|-----------------------|------|
| Albion Campus..... | 6547 |
| Arcade Campus | 6568 |
| Dansville Campus..... | 6522 |
| Lakeville Campus..... | 6541 |
| Medina Campus..... | 6552 |
| Warsaw Campus..... | 6532 |

FINANCIAL AID

| | |
|----------------------------------|-------------------------|
| Federal Aid Information..... | 1-800-433-3243 |
| NYS Higher Education (TAP) | 1-888-697-4372 |
| FAFSA Website | www.fafsa.ed.gov |

***FINANCIAL AID** applicants should file as soon as possible. It takes at least 6 weeks to process before you will receive any assistance. Online filers may receive assistance sooner!*

Please visit our website:

www.genesee.edu