

## **Wesleyan University Graduate Liberal Studies Student Account Agreement and Disclosure Statement**

When you register for courses as a student at Wesleyan University, you establish an open-end account with Wesleyan through its Student Accounts Office. This agreement is a statement of the terms and conditions of that account, as well as statement of your rights and responsibilities regarding that account. We recommend that you keep this agreement for your own reference. In the agreement, the words “we,” “our,” “us,” “Wesleyan” and “University” refer to Wesleyan University. The words “you,” “your” and “student” refer to you, the student. The word “agreement” refers to this Agreement and Disclosure Statement.

### **Account Terms**

**Applicability** – Your open-end account is the instrument through which Wesleyan will process all of your financial transactions with Wesleyan University. The terms of this agreement apply to all purchases, charges, fees, fines, tuition, and mandatory charges made or obtained by you, made or obtained by someone else with your permission, or assessed to you, by, from, or with respect to Wesleyan (collectively referred to as “charges” and individually as “charge”), including, but not limited to:

- Tuition;
- Registration fee;
- Course fees;
- Housing;
- Health insurance;
- Various department charges/fines

**Promise to Pay** – You promise to pay the tuition and registration and course fees upon registration and the total amount of all other charges within 30 days of the “Bill Date” listed on your current statement. You also promise to pay all late payment penalties and other fees and expenses due under this agreement.

**Notices** – You agree to keep your address current in your Wesleyan-activated electronic portfolio or by emailing us at [masters@wesleyan.edu](mailto:masters@wesleyan.edu). If we mail you a letter, notice, or statement to the last address you have given Wesleyan, you agree that you will be bound by the information contained in that mailing. All notices or letters sent to us must be sent to: [masters@wesleyan.edu](mailto:masters@wesleyan.edu) or Wesleyan University GLS, 74 Wyllys Avenue, Middletown, CT 06459

**Tuition and Registration Fees** - Tuition and registration and course fees are due upon registration and may not be charged to your student account.

**Your Bill** – Electronic bills are rendered eleven times per year. The link to the current bill will be e-mailed to your Wesleyan e-mail address. Payment is due within thirty days of the “Bill Date” listed on the E-Bill. If we receive full payment of the “Amount Due” shown on the bill on or before the due date, no **late payment penalty** will be assessed. A **late payment penalty of \$200.00** may be assessed if any portion of the “Amount Due” shown on the bill remains unpaid after the due date. We may apply payments and credits to the amounts owed on your account in any order that we establish.

You are responsible for your account. For any other person to receive the E-Bill notification you must establish that person as an “Authorized Payer” in the *E-Bill* section of your portfolio. The “Authorized Payer” will receive future E-bills and have the ability to make on-line payments. For any other person to

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see daily transactions on your account you must grant “guest access” to *Student Account* within your portfolio.

**Cancellation/Entire Balance Due** – We may cancel your account, take away your account privileges and/or administratively withdraw you at any time for any reason. If your account is cancelled, you agree to immediately pay the outstanding balance on your account in full including, without limitation, all late payment penalties and other fees and expenses due under this agreement.

**Returned Payments** – In the event a payment is made on your account and the payment is returned to us unpaid as a result of non-sufficient funds, you may be administratively withdrawn from Wesleyan.

**Collection Agency and Costs**– If we refer your account to outside collectors (including attorneys), you agree to pay all reasonable costs associated with that collection effort not to exceed 50% of the amount owed.

**Change of Terms** – We can change the terms of this agreement at any time. The new terms will apply to new charges and to the outstanding balance on your account on the effective date of the change. We will notify you of any change at least 15 days before the start of the billing cycle when the change takes place.

**Governing Law** – This agreement is governed by the laws of the State of Connecticut.

### **Your Billing Rights**

**Notify Us in Case of Errors or Questions About your Bill** – If you think your bill is wrong, or if you need more information about a transaction on your bill, e-mail us at [mgkelly@wesleyan.edu](mailto:mgkelly@wesleyan.edu) or write to us at Wesleyan University, Attn: Mary Kelly, 74 Wyllys Avenue, Middletown, Connecticut 06459. E-mail or write to us as soon as possible. In your correspondence, give us the following information:

- Your name and Wesleyan ID number.
- The dollar amount of the suspected error.
- Describe the error and explain why you believe there is an error. If you need more information, describe the item about which you have a question.

**Your Rights and Our Responsibilities After We Receive Your Written Notice** – We will pass your information along to the department that submitted the charge(s). That department will either correct the charge or notify you why the charge is valid.

After we receive your inquiry regarding a suspected error, we cannot try to collect an amount you question or report you as delinquent. We can continue to bill you for the amount you question, including the late payment penalty. You do not have to pay any questioned amount while the charge is being investigated, **but you are still obligated to pay the parts of your bill that are not in question.** If we find that we have made a mistake on your bill, you will not have to pay any late fee related to the questioned amount. If we did not make a mistake, you may have to pay a late fee and you will have to make up any missed payment(s) on the questioned amount. In either case, we will send you a statement on the amount you owe and the date it is due.

If you fail to pay the amount that we determine you owe, we may report you as delinquent. However, if our explanation does not satisfy you and you write to us within ten days telling us that you still refuse to pay, we must tell anyone to whom we report you that you still have a question about your bill. In such circumstances, we must tell you the name of anyone to whom we reported you, and we must tell anyone to whom we report you as delinquent that the matter has been settled between us when it finally is.

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If we don't follow these rules, we cannot collect the first \$50.00 of the questioned amount, even if your bill was correct.

### **Special Student Requests or Situations**

**Financial Aid** – GLS financial aid is posted to student accounts the first week of classes in each term. You may deduct the amount of your awarded financial aid for the term from your registration payment of tuition and fees.

**Student Loans** - A borrower has the right to cancel all or part of a federal loan disbursement credited to the student's Wesleyan University student account. A disbursement cancellation request must be made in writing, postmarked within thirty days of the disbursement's crediting date, and should be mailed to Wesleyan University Financial Aid Office, 237 High Street, Middletown, Connecticut 06459; sent via e-mail to [faloaninfo@wesleyan.edu](mailto:faloaninfo@wesleyan.edu); or faxed to 860-685-2801. The amount canceled will be charged to the student's account and returned to the lender. You are responsible for paying any amount due on the account as a result of the cancellation.

**Transcripts** – Transcript requests will be denied if a student has an outstanding balance.

**Diplomas** – Diplomas will not be issued to students whose accounts are not paid in full by the Thursday preceding the announced graduation date.

**Refunds** – All student refunds will be processed through the student's account, including, without limitation, financial aid, tuition refunds, etc. If a credit balance exists after the processing of such credits, a request for a refund must be made by submitting a "Refund Request Form". The refund will be made by the same method the original payment was made.

**Standard Charges** - Tuition, housing, registration fee and course fees– Failure to attend does not constitute a withdrawal. Credit for withdrawals is applied to the student account in accordance with the refund policy listed in the Graduate Liberal Studies handbook. To obtain a refund the student must officially withdraw from a class. The registration fee is not refundable.

**1098-T Tuition Statement** - Wesleyan University will provide you with a 1098-T form each January provided you have your social security number on file with the GLS office. The 1098-T form is used by you to determine education tax benefits when filing your federal tax return.