

STUDENT BUSINESS SERVICES

Phone: 708-209-3241 / FAX: 708-488-4293

Email: Student.accounts@cuchicago.edu

Location: AD 156

Website: <https://www.cuchicago.edu/admission-financial-aid/undergraduate/student-business-services/>

Concordia University Chicago accepts all fees with the understanding that the student, by being assessed such fees, agrees to abide by all the regulations of the University, whether printed in this catalog or not, and by any appropriate decisions of the administration or faculty regarding the student's status in the University. Although CUC exercises reasonable precaution, it can assume no responsibility for accidents to students that may occur incident to, by attendance at, or through participation in classroom or laboratory work, intramural activities or other University programs and activities. Also, the University does not accept responsibility for any personal property lost, stolen, damaged or misplaced.

During the period of this catalog issue, the University will make every effort to maintain the fees listed. However, rising costs may necessitate an interim increase in fees. Concordia University Chicago reserves the right to change its tuition and fee rates and policies with no advance notice. Any such changes shall only apply on a prospective basis.

Students shall pay all assessments by the published deadlines for payment, approximately 30 days before the beginning of each semester. Students wishing to register after the published deadline date for a given semester will be required to make payments before registration is permitted. Only federal or state financial aid for the term that is confirmed by the Office of Financial Aid may be excluded from these requirements. Sources of funds not eligible for deferred tuition payments include income through student employment and tuition reimbursement by an employer or other sources.

Refund Policy

Students with credit balances must submit a Student Refund Form to the Student Business Services Office in order to receive a refund of the credit balance.

Once the applicable tuition and fees as well as financial aid has posted to your account, it is possible to have a credit balance. This can be recognized by reviewing your student tuition account online. If you find a negative sign (-) in front of the balance, you have a credit that can be refunded to you. You have two options:

OPTION 1: Use your credit toward a book voucher at the CUC bookstore. The amount spent at the bookstore is posted to your account as a charge that will reduce your account credit.

Please Note: There may be other expenses that are assessed to your account AFTER the initial disbursement of your financial aid, e.g., bookstore voucher purchases, phone bills, parking tickets, additional tuition, or financial aid reductions due to a class drop, etc. These expenses, *if applicable*, can reduce your credit balance.

OPTION 2: Request a refund for the credit balance available. The student refund form can be obtained online by signing onto **Concordia Connect**, clicking on the **Resource** tab and typing 'student refund form' in the forms

repository. Students should complete this form in its entirety and sign for it to be processed. The deadline for refunds to be processed is on Friday to receive it by the following Friday, as long as the funds are available.

The fully completed and signed refund should be submitted to Student Business Services per one of the two options below.

1. Email the refund form to refunds@cuchicago.edu. You must email the form from your CUC assigned student email account to avoid any delay in our receipt of your form.
2. Fax the refund form to **708.488.4293**.

Forms received over the weekend or the following week will not be processed until the following Friday. In order to receive a refund, your student account must have a credit balance, which can be viewed by logging into your account via **CUCconnect**. A credit balance may be shared in person by the Student Business Services Office but not over the phone nor through email. No other office may provide a credit balance amount to a student for his/her protection and in accordance with FERPA regulations of the University.

It is the student's responsibility to provide accurate information on the refund form. The University will not take responsibility for any inaccuracy on the refund form submitted. This includes the amount to be refunded, bank account information if direct deposited, and signature, as the refund will not be processed.

The Student Business Services Office will contact you if a signature is missing or if the amount is incorrect, however this will delay your refund disbursement as it is at no fault of the University. If your refund form is not submitted according to the policy and procedure above, there will not be any exceptions to expedite the refund. If the student account has a credit balance due to a parent plus loan, the parent must complete the refund form or we must have authorization from the parent to release the refund to the student.