

# STUDENT BUSINESS SERVICES

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

**Email:** [Student.accounts@cuchicago.edu](mailto: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 the University 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

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 or you can use the credit as 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.

Any credit balance information may be given in person or through your CUC email address, by the Business Services Office, not over the phone. Also, no other office may provide a credit balance amount to anyone other than the student for the student's protection and FERPA regulations of the University.

If a credit balance is reflected in the student's account, it will be automatically sent to the student within 14 days by direct deposit (if the student previously provided bank information) or by check (to the address currently on file). To confirm or provide direct deposit information for your refund, please follow this process:

- Log into the Concordia Connect (<https://cas.cuchicago.edu/cas/login/?service=https%3A%2F%2Fconnect.cuchicago.edu%2Fportal%2Flogin>) portal

- Click on the Billing/Financial Tab.
- Click on the Tuition & Fees Information link to view your account balance.
- Click on Electronic Refunds on the right side.
- Enroll in the two-step verification process
- Set up a new account to receive your refund

It is the student's responsibility to provide accurate information for the refund. The University will not be held responsible for any inaccurate bank account information or address.

Before we process your refund, you also have the option to authorize us to cover non-institutional charges such as but not limited to parking fines, late fees, immunization fees, etc. If you are interested in completing this authorization, you can find it in your CUConnect in the repository area as Credit Balance Authorization. You have to sign the form and send it to [student.accounts@cuchicago.edu](mailto:student.accounts@cuchicago.edu). If you choose not to complete this form, you will be responsible for paying these fees as soon as possible.

## Course Add/Drop Policy

Face-to-face courses can be added to or dropped from a student schedule anytime during the first five days of the semester/term. Online courses may not be added to a student schedule after the end of the first day of the term/semester without the approval of the division leader or dean. All registration documentation must be accompanied by a student's official signature or must be done electronically via the student portal.

NOTE: Failure to attend class does not constitute an automatic withdrawal from the class after the 100% refund period. Graduate students MUST drop courses through their GPS advisor before any refund will be issued. Failure to drop classes will result in no refund and a grade of "F" on the student's transcript.

Dropping courses may result in a refund of tuition. A credit balance may be created if financial aid exceeds tuition charges. If a credit balance is reflected in the student's account, it will be automatically sent to the student within 14 days by direct deposit (if the student previously provided bank information) or by check (to the address currently on file).

Any credit balance information may be given in person or through your CUC email address, by the Business Services Office, not over the phone. Also, no other office may provide a credit balance amount to anyone other than the student for the student's protection and FERPA regulations of the University.

To confirm or provide direct deposit information for your refund, please follow this process:

- Log into the Concordia Connect (<https://cas.cuchicago.edu/cas/login/?service=https%3A%2F%2Fconnect.cuchicago.edu%2Fportal%2Flogin>) portal
- Click on the Billing/Financial Tab.
- Click on the Tuition & Fees Information link to view your account balance.
- Click on Electronic Refunds on the right side.
- Enroll in the two-step verification process.
- Set up a new account to receive your refund.

It is the student's responsibility to provide accurate information for the refund. The University will not be held responsible for any inaccurate bank account information or address.

[catalog.cuchicago.edu/undergraduate/student-business-services/collection-policy/](https://catalog.cuchicago.edu/undergraduate/student-business-services/collection-policy/).)

Before we process your refund, you also have the option to authorize us to cover non-institutional charges such as but not limited to parking fines, late fees, immunization fees, etc. If you are interested in completing this authorization, you can find it in your CUConnect in the repository area as Credit Balance Authorization. You have to sign the form and send it to [student.accounts@cuchicago.edu](mailto:student.accounts@cuchicago.edu). If you choose not to complete this form, you will be responsible for paying these fees as soon as possible.

### Tuition Refund Policy

- All fees are refundable at 100% when a course is dropped within the 100% refund period.
- If course is dropped after the 100% refund period all fees are non-refundable.

## Traditional Undergraduate Refund Policy

### 16-Week Courses

Refund Amount	Through the . . .
100%	End of the 1st week of class
75%	2nd week of class
50%	3rd week of class
25%	4th week of class
0%	After the 4th week of class

### 8-Week Courses

Refund Amount	Through the . . .
100%	End of the 1st week of class
50%	End of the 2nd week of class
0%	After the 2nd week of class

### ADP Refund Policy

### 8-Week Courses

Refund Amount	Deadline
100%	By end of 1st week of class
50%	By end of 2nd week of class
0%	After end of 2nd week of class

**NOTE :** Failure to attend class does not constitute an automatic withdrawal from the class! Student's **must** drop courses through the Academic Advising Office before any refund will be issued. Failure to drop classes will result in no refund and a grade of "F" on the student's transcript.

As indicated in the Outstanding Balance section of this chapter, a student has one semester to appeal the tuition cost for a course to the office of the Dean of Students or college dean, respectively. Form for grade appeals can be found under Resources in CUConnect. Failure to follow the procedure of an appeal will result in your appeal not being reviewed and you will be assessed the charges accordingly.

## Withdrawal from the University

Outstanding balances are due and payable in full upon withdrawing from Concordia University Chicago. (Note: See Collection Policy (<https://>