

When Is My Payment Due?

Payment Due Dates for Fall 2023 term:

Date of Registration	Due Date
On or before August 22, 2023	August 22, 2023
After August 22, 2023	Time of registration

Payment for Continuing Education classes is due at the time of enrollment.

Important: DMACC does not automatically drop students from classes for non-payment of tuition and fees. Students are responsible for dropping classes or notifying DMACC Registration staff if they have registered for a class and will no longer be enrolled.

Billing Policy – E-bills

Students will receive email notification of their DMACC billing statements at their DMACC and other e-mail address they have provided. Statements may also be viewed by logging in to the myDMACC portal and accessing Banner Self Service.

How Do I Make My Payment?

1. **Pay online** by credit card or electronic check through the myDMACC portal using Banner Self Service
2. Set up **authorized payers** to allow others to make payments on your account through the myDMACC portal using Banner Self Service
3. **In person** at any DMACC Campus
 - Cash (not recommended for safety reasons)
 - Personal check, cashier's check, money order
 - Credit card
4. **By mail to:** DMACC Student Accounts
2006 S. Ankeny Blvd.
Ankeny IA 50023-8995
 - Personal check, cashier's check, or money order. **Please include remittance portion of your billing statement.**
5. **By telephone** at 515-964-6446 or 800-362-2127, ext. 6446 using credit card or e-check
6. **Deferred Billing** is available to students who qualify for tuition reimbursement through their employer. Contact Student Accounts at 515-964-6446.
7. Apply for **DMACC Student Payment Plan**

Payment Plan Options

The DMACC Student Payment Plan (Nelnet Business Solutions) allows you to make payments on a monthly basis if you owe \$200 or more. A \$30 non-refundable fee is assessed by Nelnet at the time of your application and is automatically deducted from your checking or savings account or charged to your credit card. Down payments are also immediately deducted. Monthly payments are automatically deducted on the 5th of each month.

Important: You must apply for an online plan or make payment arrangements by the due date indicated on your DMACC billing statement.

More information is available on our website at www.dmacc.edu/studentaccounts/Pages/welcome.aspx

FALL ONLINE PAYMENT PLAN OPTIONS

No. of Payments	Months of Payments	Down Payment	Last day to Apply Online
5	July – Nov	None	June 30
4	Aug – Nov	None	Aug 3
3	Sept - Nov	25%	Aug 24
2	Oct & Nov	40%	Sept 26

Payment by Check

When you provide a check as payment, you authorize us to use information from your check to process a one-time Electronic Funds Transfer (EFT) or a draft drawn from your account, or to process the payment as a check transaction. When we use information from your check to make an EFT, funds may be withdrawn from your account as soon as the same day you make your payment and you will not receive your check back from your financial institution.

If your payment is returned unpaid, you authorize the collection of your payment and a return fee of \$30 by EFT(s) or draft(s) drawn from your account.

Unpaid debts may be referred to a collection agency and/or a credit bureau. DMACC participates in the Iowa Statewide Offset program which means that debts due to DMACC may be collected from students' State of Iowa tax refund and other State income.

Financial Aid

- If you applied and are eligible for financial aid, excess authorized aid will be available to use at the bookstore on **August 14, 2023**. The earliest possible date a student will be eligible to receive a refund of any excess financial aid (grants, scholarships, and loans) not used to pay tuition, fees or books is **September 13, 2023**. **First time borrowers will have excess aid refunded September 27, 2023.**
- To receive a refund of payment, including excess Financial Aid, **all** students should select a refund method with our provider, Nelnet Business Solutions:
 - Log in to **myDMACC** and select **Student** to access **Banner Self Service**
 - Choose **Refund Method Selection**
 - Click on the **Pay Now** button
 - Follow the prompts to create an account
 - Select **Manage Refunds** to enroll in a refund method
 - Options include direct deposit to bank account or reloadable debit card
- If you have applied for financial aid and at least 3 weeks have passed and no aid is noted on your bill, please contact the Financial Aid Office at 515-964-6282 or visit our website at www.dmacc.edu/fin_aid/Pages/welcome.aspx

Name and/or Address Changes

- Report all name and address changes to the Registration Office to facilitate mailing of checks, grade reports, billing statements, 1098Ts, and other information.
- You may change your address by logging in to the myDMACC portal and accessing Banner Self Service.
- You may mail address changes to:
DMACC Student Records
2006 S. Ankeny Blvd.
Ankeny, IA 50023-3993

Education Tax Credits

For information concerning how to qualify for Education Tax Credits, call the IRS Help Line at 1-800-829-1140, or call 1-800-829-3676 and request the IRS publication 970. Details are also available on-line at www.irs.gov.

Drop classes with a Refund

Credit Classes

Dropping within the refund period will result in a full tuition credit to your DMACC account and/or a refund (if you had previously paid).

See the Refund Policy on the back of this pamphlet.

Withdrawal with No Refund

Credit Classes

A withdrawal is a course drop **AFTER** the refund deadline has passed. You are not entitled to a tuition refund, even if you have previously paid.

A withdrawal reflects a “W” grade on the transcript.

See the Refund Policy on the back of this pamphlet.

Important:

- If you *stop attending* your classes, **you must** officially withdraw.
- If you do not attend class and do not officially withdraw, you may receive a failing grade **and you will be charged for the class.**
- If you withdraw, your completion rate and financial aid award may be affected.

To drop/withdraw:

- Use Banner Self Service to drop/withdraw online (please review the registration status of the class before dropping to make sure the class has not already been dropped)
- Call the DMACC Registration Office at 515-964-6800 for assistance.
If you call to drop, keep a record of the staff person's name, the date and time of your call.
- Deadlines for drops and withdrawals with no refund can be found on our website at www.dmacc.edu/students/Pages/academiccalendar.aspx

Students with a hold on their account will NOT be able to drop a course online.

Continuing Education Classes

If you drop your Continuing Education class at least two business days in advance of the class start date, you will not be charged for that class. Contact the Registration Office at 515-964-6800 for assistance. If you have questions about your enrollment status, please contact Registration at 515-964-6800.

Refund Policy - Credit Classes

<u>Drop Dates</u>	<u>Refund %</u>
Part of Term 1	
15 Week Regular Session 8/23/2023 – 9/6/2023 After 9/6/2023	(Aug 23 – Dec 14) 100% No Refund
Part of Term 2	
1st 7.5 Week Session 8/23/2023 – 8/31/2023 After 8/31/2023	(Aug 23 – Oct 17) 100% No Refund
Part of Term 3	
2nd 7.5 Week Session 10/18/2023 – 10/26/2023 After 10/26/2023	(Oct 18 – Dec 14) 100% No Refund
Part of Term 4	
1st 5 Week Session 8/23/2023 – 8/28/2023 After 8/28/2023	(Aug 23 – Sept 28) 100% No Refund
Part of Term 5	
2nd 5 Week Session 9/29/2023 – 10/4/2023 After 10/4/2023	(Sept 29 – Nov 6) 100% No Refund
Part of Term 6	
3rd 5 Week Session 11/7/2023 – 11/12/2023 After 11/12/2023	(Nov 7 – Dec 14) 100% No Refund
Part of Term 7	
1st 10 Week Session 8/23/2023 – 9/3/2023 After 9/3/2023	(Aug 23 – Nov 6) 100% No Refund
Part of Term 8	
2nd 10 Week Session 9/29/2023 – 10/10/2023 After 10/10/2023	(Sept 29 – Dec 14) 100% No Refund
Part of Term 9	
12 Week Session 9/18/2023 – 9/30/2023 After 9/30/2023	(Sept 18 – Dec 14) 100% No Refund
Part of Term 10	
11 Week Session 9/21/2023 – 10/3/2023 After 10/3/2023	(Sept 21 – Dec 14) 100% No Refund
Part of Term 11	
4 Week Session 11/15/2023 – 11/19/2023 After 11/19/2023	(Nov 15 – Dec 14) 100% No Refund

“Z” Term courses do not fit in the above sessions. The refund calculation is based on the number of calendar days from the 1st class meeting to the date of official drop divided by the total number of calendar days from the 1st class meeting to the last day of class. The refund schedule for these courses is as follows:

- 0-15% of term (100% refund)
- After 15% of term (0% refund)

Courses dropped after the 100% refund period, for each specific part of term, will be recorded as a “W” (withdrawal grade) on the official transcript.



Important Information

For
FALL 2023

Des Moines Area Community College
Student Accounts Office
2006 S. Ankeny Blvd.
Ankeny, IA 50023-8995

www.dmacc.edu/studentaccounts/Pages/welcome.aspx

1-800-362-2127

Student Accounts	515-964-6446
Student Accounts FAX	515-965-7035
Financial Aid	515-964-6282
Financial Aid FAX	515-965-7124
Registration	515-964-6800
Registration FAX	515-965-7054

DMACC home page:

www.dmacc.edu

DMACC's Policies and Procedures:

www.dmacc.edu/handbook

Campus Security:

www.dmacc.edu/departments/physicalplant/pages/security.aspx