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Payment & Financial Information

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Payment Deadlines

Upon registration, all tuition and registration fees must be paid in full to secure classes. Alternatively, classes may also be secured with confirmed financial aid, enrollment in a payment plan through Delgado's contracted vendor, or by having an exemption or contract applied to the account. Classes that remain unsecured by the established due dates published in the Student Handbook are subject to being deleted for non-payment.

Payment in full or other arrangements to secure classes must be made as follows:

- **Regular registration deadline - January 10 by 3 p.m. in person or by January 12 by 12 noon if paying online**
- **Late registration deadline #1 - January 17 by 4 p.m. in person or by January 19 by 12 noon if paying online**
- **Last registration deadline #2 - January 24 by 4 p.m. in person or by January 26 by 12 noon if paying online**
- **Close of business each day in person or by 8 p.m. if paying online January 27 - February 3**
- **Final Census payment deadline - February 4 at 2 p.m.**

- **Term B payment deadline - March 10 by 12 noon**
- **Term B late registration payment deadline - March 20 by 12 noon** **Extended to March 27 at 12 noon**

Payment Options

Payment In-Person

Pay by cash, personal check, money order, or cashier's check (in-person credit card payments are not accepted) at the Bursar's Office. Students can only enroll and pay for [Payment Plan](#) online.

Online Payments

Avoid long lines by paying tuition with a credit card at my.lctcs.edu. Delgado welcomes American Express, Discover, MasterCard, and VISA for online payment.

- Students may pay online with a check. There is no fee for this service.
- Students choosing to pay with a credit card will be assessed a 2.75 percent convenience fee at the time of payment.
- No credit cards will be accepted in person.

Payment by Mail

Make checks payable to "Delgado Community College" and mail to:

City Park Campus
615 City Park Avenue, Building 2, Room 104
New Orleans, LA 70119

Mailed payments must be RECEIVED by the appropriate deadline. You should allow 14 days for delivery prior to the deadline. To ensure proper crediting to your account, write your student ID number on the bottom left of the check. Improperly completed checks may be returned to you unprocessed and will not be posted to your account.

Payment Plan

Delgado has an established contract with a third-party vendor, CashNet, to provide a payment plan ("The Plan") to help ease the burden of paying for college. To participate and enroll in The Plan, students must enroll in a Fall or Spring Semester or Summer Session at Delgado Community College. The Plan allows students to pay for tuition and fees through monthly installment payments throughout the semester/session. The number of monthly installments is determined by the date of enrollment and the final payment due date.

The final payment due date of the Spring 2020 Semester is April 15.

The terms of the payment plan are as follows:

- Student must not have any past due balances.
- First payment is due upon enrollment.
- All enrollment in the payment plan is done online through LoLA – my.lctcs.edu.

- A non-refundable fee of \$30 will be charged upon enrollment in the plan. This rate is set by and paid directly to the vendor.
- Other fees may apply. Please read all Terms and Conditions when enrolling in plan.
- Payments made outside of the payment plan will not secure classes from a purge for non-payment.

Waiver of Tuition

Students may receive a waiver of base tuition and applicable fees if they are active National Guard members, New Orleans police officers or fire fighters, dependents of a disabled or deceased in the line of duty police officer, firefighter or military personnel, or full-time students cross-enrolled from UNO, SUNO, SLU, NCC. If you believe you may qualify for a tuition waiver, please submit documents to verify eligibility to the Accounts Receivable Office at the City Park Campus or the Bursar's Office at the location you attend.

Senior Citizens: Tuition is waived for Louisiana residents 60 years and over for one three-credit-hour course each semester/session (no auditing or non-credit).

Please note: Students who qualify for waiver must visit the Bursar's Office each term to have it applied to their account.

Adjustment of Tuition and Fees

For students reducing their credit hours or officially withdrawing from the College, all or a portion of their refundable tuition may be credited to their account according to the Tuition/Fee Adjustment Schedule published each semester in the *Student Handbook*. The portion (percentage) is an adjustment to the tuition and fees the student is assessed for the semester, not a refund of what the student has already paid. Students must complete the drop/withdrawal process prior to the posted deadlines to qualify for a reduction in amounts owed. Registration fees are only adjusted in the student reduces hours or withdraws through the 100 percent refund period.

Nonattendance does not constitute withdrawal. Students must withdraw from the College prior to the stated deadlines if they decide not to attend. Students who do not submit a drop request or drop the course(s) online may have a financial obligation to the College regardless of attendance.

Spring 2020	100% Tuition/Fee Adjustment	50% Tuition Adjustment	No Tuition Adjustment
Spring 2020 Semester (16 Weeks)	Through January 29	January 30 - February 4	After February 4
Spring 2020 Minimester Term A	Through January 23	January 24 - 27	After January 27
Spring 2020 Minimester Term AB	January 30 - February 4	January 30 - February 4	After February 4
Spring 2020	Through March 20	March 21 - 24	After March 24

If a credit balance remains after all tuition and fees due are deducted from any payments that have been applied, the balance will be returned to the student automatically.

Tuition/Fee Adjustment Appeals

Students who wish to appeal their tuition/fee adjustments (or lack thereof) must complete and submit a [Refund Request Form](#) to the Bursar's Office on their campus or site. A letter stating the reasons the student feels he or she is entitled to a refund must be attached to the refund request form. Distance education students will be afforded the opportunity to submit their tuition refund request forms and supporting documentation through available distance education modalities.

If you received Financial Aid for the term identified in this appeal, be aware that submission of a tuition/fee adjustment appeal could impact your Financial Aid and result in money owed. It is recommended that you discuss these implications with the Financial Aid office before submitting an appeal. If you are a recipient of Veteran's Benefits, it is important to discuss your appeal with the Veteran's Educational Benefits certifying officials in the Office of the Registrar before proceeding with the request.

Be advised that filing a tuition appeal does not exempt your account from the assessment of collection and/or financial penalties. Please pay tuition and fees when due.

The College is a state agency, and therefore, all tuition/fee adjustments must be substantiated and are subject to review by the State of Louisiana Office of the Legislative Auditor. The following are reasons for denial of a refund:

- Non-attendance without sufficient justification;
- Denial of or late application for federal financial;
- Dropping disallowed credit courses by students on academic probation or suspension (It is the student's responsibility to know his or her academic status and the classes in which he or she is eligible to enroll before registering.); and/or
- Unsupported or unsubstantiated reasons/justifications.

Refund requests are submitted to the Bursar's Office and are forwarded to a Refund Committee, which consists of representatives of the Registrar's Office, Admissions Office, Office of Student Financial Assistance, and the Accounting Department, as well as appointed academic staff representatives. Fall Semester refund requests must be received by the end of the following summer session. Spring Semester refund requests must be received by the end of the following fall semester. Summer Session refund requests must be received by the end of the following spring semester. The Committee Chair will notify the student of the Refund Committee's decision. A student may make a final appeal to the Vice Chancellor for Business and Administrative Affairs within 30 days of notification of the Refund Committee's decision.

Refunds

Delgado Community College has partnered with BankMobile to deliver refunds to students. Students will have the option to deposit the refund to directly to an existing bank account or deposit it to a BankMobile Vibe Checking Account. Delgado will

NOT issue refund checks, so students MUST select a refund preference. For more information on refunds and Selecting a refund preference see [Refunds](#) on the Student Account page of the Delgado website.

Delinquent Accounts / Violation of Payment Deadlines

Any balance remaining after published payment deadlines (but before classes are removed from the system) may cause a \$30 non-refundable deferment fee to be assessed to the student's account. Failure to honor payment plan dates or pay any balance in full by the end of the term may result in the account being placed with the State of Louisiana Attorney General's Office or another outside agency for collection. Students will be responsible for all collection and/or legal fees associated with accounts placed for collection. Holds that restrict registration, viewing of grades, and/or graduation will be placed on all accounts with a balance remaining after the last scheduled payment date.

Student's Responsibility

When students register for any class at Delgado Community College or receive any service from Delgado Community College, they are making a financial commitment to pay all tuition, fees and other associated charges assessed as a result of their enrollment and/or receipt of service. The student's registration and acceptance of these terms constitutes a promissory note agreement [i.e., a financial obligation in the form of an education loan as defined by the U.S. Bankruptcy Code at 11 U.S.C. §523(a)(8)] in which Delgado Community College is providing the student educational services, deferring some or all of the student's payment obligation for those services, and the student promises to pay for all assessed tuition, fees and other associated costs by the published or assigned due date.

By providing a telephone number, email, or other contact information, the student authorizes Delgado Community College and its agents to contact the student using the information provided by any means of communication, including but not limited to, calls placed to the cellular phone using an automated dialing service and calls using prerecorded messages and/or SMS text messages, regarding any past, current or future financial or academic record (or critical College business) held by Delgado and its agents. The student consents to all forms of contact, even if the student is charged by his or her service provider(s) for receiving such communications.

If the student drops or withdraws from some or all of the classes for which he or she registers, the student is responsible for paying all or a portion of tuition and fees in accordance with the published tuition adjustment schedule located in the College Catalog and Student Handbook. The student accepts the terms and conditions of the published tuition adjustment schedule and understand those terms are incorporated herein by reference. The student's failure to attend class or receive a bill does not absolve the student of financial responsibility as described above.

The following Terms and Conditions, in addition to the disclosures provided above, outline the student's Registration Agreement with Delgado Community College.

1. Once a student formally registers for classes, the student assumes the responsibility for understanding *all* Delgado's official policies as described in the current *Delgado Community College Catalog* and *Student Handbook*, which include but are not limited to policies concerning schedule changes, satisfactory academic progress and the financial policies of the College.

2. Withholding of services: If a student has any outstanding obligations with any college in the Louisiana Community and Technical College System, Delgado reserves the right to withhold future services including but not limited to registration, transcript requests, issuing diplomas, use of facilities, and other services as deemed appropriate by the College.
3. It is the student's responsibility to check his/her Delgado email address daily and maintain a current postal address to ensure receipt of all College correspondence.
4. The student consents to receive email notifications to his/her Delgado email address regarding the availability of an E-Bill (Electronic Billing Statement) and consents to review billing statement information on Delgado's web payment system.
5. Registration constitutes a financial agreement between the student and Delgado Community College. Tuition, fees and other charges the student incurs, including but not limited to testing charges, course specific fees, fines and bookstore charges shall be added to the student's account.
6. Delgado accepts payment via student financial aid and third-party sponsorship, but the responsibility for payment remains with the student. It is the student's responsibility to monitor his/her account balance and any funding sources. If financial aid is not granted or if third party sponsors do not pay within a reasonable period, the student will be required to pay the full amount due.
7. Charges left unpaid for prior terms may result in disenrollment from the student's current semester/session's courses unless payment arrangements are made prior to payment deadlines.
8. Failure to pay outstanding student account balances by the stated due dates may result in late payment fees as outlined in the *Student Handbook*.
9. In the event the student becomes delinquent in paying charges or defaults in repaying charges, the debts may be transferred to the State of Louisiana Attorney General's Office, the Louisiana Office of Debt Recovery, or another external agency for collection. All collection fees incurred shall be at the expense of the student which may be based on a percentage at a maximum of $33\frac{1}{3}\%$.
10. If Delgado prevails in a lawsuit to collect on the student's financial obligation, the student will be responsible to pay Delgado's court costs, collection fees and attorney's fees in an amount the court finds to be reasonable.