

# STUDENT BUSINESS SERVICES COVID-19 FREQUENTLY ASKED QUESTIONS

## 1. When will Student Business Services be open?

Based on the guidance provided by the CDC, State of Texas and City of El Paso, the University will remain closed until further notice.

## 2. Will I be charged a distance learning fee for Fall online classes?

- The Distance Education Fee is only being assessed for those classes that were scheduled to be online prior to the pandemic and which are shown as online in the Fall 2020 course catalog.
- Many of these courses are associated with our fully online degree programs offered through UTEP Connect.
- For this fall semester, the University changed many of our in-person, on-campus classes to online delivery.
- The majority of students when surveyed requested online, remote course delivery and we were able to move over 70 percent of courses to this new format.
- The university has waived the Distance Education Fee for the classes that were converted to remote learning due to the pandemic.

## 3. Will I still be required to pay mandatory fees for the Fall semester?

- Yes, mandatory fees are assessed for university-related services that are available to students and are not calculated on an hourly or daily use structure.
- These fees are used to cover the long-term cost of offering students a variety of services, including resources such as equipment, maintenance and staffing.
- For this reason, mandatory fees, which are constant regardless of instructional delivery, will remain unchanged.
- This includes fees for the University Library and Student Health Center, which have remained accessible during the COVID-19 crisis, and the Union Building and Student Recreation Center, which we intend to open this fall.

## 4. Where can I find a list of mandatory fees?

A list of mandatory fees for undergraduates for the 2020-21 academic year and their descriptions are available here: <https://www.utep.edu/vpba/student-business-services/tuition-fees-schedule/Fall-2020/required-fees.html>

## 5. What if I can't pay for my Fall 2020 tuition and fees due to the current COVID-19 situation?

- Students who need financial assistance are encouraged to apply for any of the various programs available through the University such as the CARES Act and emergency loans or grants.
- More information is available here: <https://www.utep.edu/utepcares/>

## 6. Will payment plan deadlines be extended for Fall 2020?

No, payment needs to be made by the due date on your Fall 2020 electronic bill available in to [Pete's Payment Options](#).

## **7. What are my payment options for Fall 2020?**

- Student Business Services will be open **ONLY** to accept in person cash payments on Fridays between 10:00 a.m. and 3:00 p.m.
- You can make an online payment to your account with an electronic check (free or charge) or credit card (a 1.9% fee will be applied) by logging in to [Pete's Payment Options](#).
- You can drop a money order or check at the drop-box located in at the front entrance of the Mike Loya Academic Services Building.
- You can process a tuition loan or enroll in a payment plan. For additional information please visit [Paying for Tuition](#).

## **8. Will the 1.9% convenience fee for paying online with a credit card will be waived if I am unable to go in person to pay during the extended hours?**

No, the convenience fee will not be waived however, you can pay through [Pete's Payment Options](#) using the check option or drop a money order or check at the drop-box located in at the front entrance of the Mike Loya Academic Services Building.

## **9. How can I pay in cash?**

- Cash payments are not being accepted at this time due to office closures however, you can still pay with a money order or check at the drop-box located at the front entrance of the Mike Loya Academic Services Building.

## **10. How will I know when my payment, which was left in the drop-box, has been credited to my account?**

You will need to log in to your [Pete's Payment Options](#) account and from "My Account" select "Payment History" to view your payments by date range.

## **11. When will I get my Fall 2020 refund?**

Status of refund can be found at [mystatus.edu](#) starting August 17, 2020.

## **12. What if I'm unable to pay for the remaining payment plan amount for Summer 2020?**

We ask that you contact SBS at [sbs@utep.edu](mailto:sbs@utep.edu), after August 3, 2020 when current payment plans expire, to discuss repayment agreement options.

## **13. What if I don't make payment arrangements for my Summer 2020 balance?**

The Financial Responsibility Agreement that you accept every term states the following:

- You promise to pay the total amount of all charges billed to your account, as well as all late fees, service charges, installment option fees and interest allowed by law.
- If a collection action is initiated with respect to your account, you agree to reimburse the University for fees charged by a collection agency, which may be based on a percentage (at a maximum of 30%) of the debt, and all costs and expenses, including reasonable attorney's fees, incurred in such collection efforts in accordance with Texas Government Code Sec. 2107.003.
- Your account is not a secured credit account.
- The delinquency may be reported to the State of Texas and a hold may be activated thus preventing you from receiving any funds payable to you from any state agency.