Purpose: To provide students with answers to common questions about Payment Plans. If you have additional questions, please contact Ashford University at 1.800.798.0584, ext. 1928.

1. **What is a Payment Plan?**
   A Payment Plan is an agreement between a student and the University to make consistent monthly payments on any existing and/or upcoming balance. It serves as a means to reduce the financial burden to students who have outstanding balances with the University.

2. **Are all students eligible for a Payment Plan?**
   Students with outstanding balances should always try to address their balance with the University. To learn about your repayment options, please contact 1.800.798.0584, ext. 1928.

3. **What are the criteria/requirements for students who wish to go on a Payment Plan?**
   There are three key criteria students must always meet:
   1. Students must always select a payment type;
   2. Students must submit a completed Payment Plan Approval form.
   3. Students must always make an initial payment after Payment Plan approval.

   Students have two payment types available: manual or auto-pay. Students are encouraged to utilize an auto-pay option to avoid having to manually track payments and/or possibly miss a due payment.

   Students must make an initial (first) payment contingent on the payment type they select. If students elect to go on auto-pay, they are required to pay one monthly payment amount initially (first payment). However, if students elect to use a manual pay option, they must pay 10% of total balance owed or the equivalent of three (3) monthly payments initially, whichever is higher.

   **Important Note:** Any student who misses a payment(s) is expected to satisfy any missed payment(s) and transition to an auto-pay arrangement. All classes that fall outside the current Payment Period will be unscheduled and a registration hold is placed on the student until the student rectifies the missed payment(s) and transitions to an auto-pay arrangement. All endorsed credit cards are acceptable for payment. Debit cards are only accepted if they are endorsed by Visa or MasterCard.

4. **What types of Payment Plan lengths are available?**
   Students are allowed to use anywhere from 3 month to 36 month Payment Plan, as long as their payment amount per month does not fall below $50. For example, if a student has a $1,600 balance, then he/she is eligible for a 32 month (max) term Payment Plan (32 months X $50/month = $1,600). Always remember that this is a maximum term; students are always encouraged to pay back their debt as quickly as possible.

   **Important Note:** Payment Plans cannot extend more than six months beyond a student’s estimated graduation date.

5. **What is the maximum length of time for a Payment Plan?**
   Students can never exceed 36 month Payment Plans, and cannot leverage a Payment Plan that has an average monthly payment less than $50 per month.
6. Can students have variable payments per month?
No. Students must have consistent/equal monthly payment amounts. Students are always welcome to pay more than the amount due in any given month.

Important Note: The initial payment can never be more than 30 days from the current date.

7. What happens if a student misses a payment?
In these cases, students will have classes outside the current Payment Period unscheduled. A registration hold will be placed on the student’s account until the missed payment is received and the student supplies a credit card (or endorsed debit card) to transition to an auto-pay arrangement. Remember that any student who misses a payment is required to go on auto-pay. Students have a seven (7) day grace period on payments. This means that missed payments are any that are supplied beyond the 7 day grace period.

8. Can students who use Tuition Reimbursement [TR], Direct Bill [DB], Cash, Military Tuition Assistance [TA] and/or Veteran’s Affairs [VA], students have a Payment Plan?
Payment Plans are intended to assist students who have Financial Aid as a payment option satisfy any outstanding balances with the University. All students are expected to adhere to the terms and conditions of their selected payment option.

9. Where can a student find a receipt for a payment made in the Student Portal?
Once a student makes a payment in the Student Portal, a screen will populate which has a “Printable Version” button (as shown below). The student can click on this and a receipt will populate for him/her to print. If a student wishes to print a receipt for a previous payment, he/she may do so by clicking on the payment in the ledger card. A separate screen will open, and the student can print his/her receipt from that page.