



## Credit Card Service Fee FAQs

### SERVICE FEE INFORMATION

**Effective July 15, 2014, a 2.4 percent service fee will apply to all payments made by credit card for Cuyahoga Community College (Tri-C®) credit and non-credit tuition, fees and other student account charges.** These changes are being made to more fairly distribute the high cost of credit card acceptance that the College incurs. With the implementation of the service fee, only those who pay by credit card will assume the cost of the fee, rather than being included in increased charges for all students.

Credit card payments are processed through *my Tri-C space* and in person at any campus Enrollment Center. Visa, MasterCard, Discover and American Express will be accepted. You can avoid paying the 2.4 percent service fee by paying online or at a campus kiosk with an e-check (ACH bank transfer from checking or savings account) or with cash. Payments by credit card, cash, check or money order may be made in person at any campus Enrollment Center.

### FREQUENTLY ASKED QUESTIONS

#### WHAT IS A SERVICE FEE?

Organizations that accept credit cards as a method of payment are charged an “interchange fee” by credit card providers. This is separate from any interest or finance charges that cardholders pay when carrying a balance on the card. The service fee will cover only the amount of credit card interchange fees assessed by credit card companies and will go to the credit processing entity.

#### WHAT CREDIT CARDS DOES TRI-C ACCEPT?

The College accepts Visa, MasterCard, Discover and American Express. If you need help paying with a credit card on *my Tri-C space*, please contact the Enrollment Center at 216-987-6000 or come to any campus Enrollment Center.

#### WHY IS TRI-C CHANGING THE PROCESS FOR ACCEPTING CREDIT CARDS?

After careful review, Tri-C is implementing this service fee due to increasing operational challenges and the increasing cost of processing credit cards. Because these processing costs have been borne by the entire College and reduce funding available for College programs and services, the increasing cost of processing payments by credit cards has unfairly penalized students who paid by other methods. This fee will allow Tri-C students to continue having a credit card payment option.

#### WHY IS THE SERVICE FEE 2.4 PERCENT? HOW WAS IT ESTABLISHED?

The service fee covers the credit card transaction fees assessed by credit card companies. The amount is established by the credit card processing companies.

#### DO OTHER HIGHER-EDUCATION INSTITUTIONS CHARGE A SERVICE FEE?

Yes. Many colleges and universities across the country have implemented a service fee structure.

### **IS THERE ANY WAY I CAN AVOID PAYING A SERVICE FEE?**

You can avoid the service fee by paying on *my Tri-C space* with an e-check (bank transfer from your checking or savings account). Payments by cash, check, or money order can be made in person at any campus Enrollment Center and are not subject to a service fee.

### **MAY I PAY EDUCATIONAL EXPENSES THAT APPEAR ON MY STUDENT ACCOUNT WITH A DEBIT CARD?**

Yes. You may pay with a MasterCard, Visa, Discover or American Express debit card. Because credit and debit transactions are processed together, debit card transactions will be assessed a service fee. *Payment via debit card will provide a maximum of two additional business days before the funds are withdrawn from your bank account.*

### **MAY I MAKE A CREDIT CARD PAYMENT OVER THE PHONE?**

Yes. Credit card payments may be made over the phone. The credit card service fee will be assessed.

### **MAY I MAKE A CREDIT CARD PAYMENT IN PERSON?**

Yes. Credit card payments can be made through *my Tri-C space*, over the phone or in person at any campus Enrollment Center. The credit card service fee will be assessed.

### **THIS CHANGE AFFECTS MY ABILITY TO PAY MY STUDENT BILL. WHAT CAN I DO?**

Tri-C offers several payment plans to assist in either budgeting or financing your education. For additional information, please go to the My Info tab of *my Tri-C space*. You may also contact the Office of Financial Aid and Scholarships on your campus or call 216-987-6000 to speak with a financial aid adviser. While Tri-C cannot guarantee additional funding, there may be other options or resources available to you. Financial Aid advisors are available to guide you through the process.

### **OFTEN I RECEIVE CHECKS FROM MY CREDIT CARD COMPANY. CAN I USE THE ROUTING NUMBER AND ACCOUNT NUMBER ON THESE CHECKS TO MAKE AN E-CHECK PAYMENT?**

No. The credit card company will not honor these checks when used electronically. The payment will be returned as "account not found." You may use these checks in person only.

### **WHAT IF I RECEIVE A REFUND FOR MY TUITION OR OTHER FEES?**

The service fee is not refundable even if the payment to which it relates is canceled, refunded, credited or charged back.

### **WILL THE SERVICE FEE THAT I AM CHARGED SHOW UP ON MY STUDENT ACCOUNT BILL?**

Yes. The service fee will appear on your credit card statement, and on your student account. On your credit card statement, you will see two transactions – one for the student account payment and one for the service fee.

### **WHAT CAN STILL BE PAID WITH A CREDIT CARD WITHOUT INCURRING A SERVICE FEE?**

Purchases at Barnes & Noble Campus Bookstores, ARAMARK food service locations and Java City and online book purchases through the bookstores will not be assessed the service fee.