DROP FOR NON-PAYMENT

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Drop for Non-Payment Process:

- Drop for Non-Payment email notifications

- Drop for Non-payment email notification timelines

- Process if student is dropped due to non-payment

- Student record activities that activate the Drop for Non-Payment process

- Possible solutions

Drop for Non-Payment Notifications

- After registering, student will receive a "WebSmart Registration Confirmation" email that includes a schedule bill and reminder to pay outstanding fees to avoid being dropped.
    - Example:

From: "websmart@smccd.edu" <websmart@smccd.edu>
Date: August 8, 2019 at 3:10:40 AM PDT
To: "G004   <vi_____3@my.smccd.edu>
Subject: WebSMART Registration Confirmation

Dear Student,

Attached is your receipt for the recent class schedule changes and/or payments made in WebSMART. Class schedule changes may affect the fees you owe for the current term. Please save this file as your confirmation.

*** It is your responsibility to ensure that your fees are paid in full. Review the attached document to confirm you have a zero balance. Failure to pay all your fees may result in you being dropped from your classes. Credit card payments may be made in WebSMART.***

The Financial Aid Office at each college can help you determine if you are eligible for state and federal student aid programs. If you cannot afford to pay your fees all at once, the District offers a payment plan that spreads your payments out over the term. For more information on the payment plan, please log on to WebSMART and follow the links for "Plan ahead - Pay ahead" or "fee payment plan".

Do not reply to this automated email. If you have questions or concerns about your registration or billing information please contact the Admissions and Records or Cashiers offices on your campus.

To open the attachment you need to have Adobe Acrobat installed on your computer. If you do not have Acrobat installed you can download it for free at http://www.adobe.com

Drop for Non-Payment Notifications (Cont'd)

- *Student will receive the first Drop for Non-Payment email notification shortly after receiving the "WebSmart Registration Confirmation"
  - The student has 7 days to pay and will receive the email notification countdown daily
  - Note: Students have less time to pay as it gets closer to the first day of the semester
  - Example Notification of the first notification, final day to pay, and drop from course(s) notification :

Dear Student:

Congratulations on registering for your classes! Payment is required for these classes in order to prevent them from being dropped. Free College (SB 893) may not cover all college associated fees. To avoid a Drop for Non-Payment, please check your WebSmart for your outstanding balance.

You will be dropped from your **<SEMESTER>** courses at the end of the day on **<INSERT DATE>** unless you pay your fees or make payment arrangements.

If you need assistance with paying your fees, you are encouraged to consider the following options:

- → **FAFSA:** Complete the Free Application for Federal Student Aid (FAFSA).
- → **AB 540 Students:** If you are an AB 540 student and unable to complete a FAFSA due to citizenship status, complete the California Dream Application.
- → **California College Promise Grant (CCPG)** Complete the California College Promise Grant application via the CCPG website.
- → **Payment Plan:** Enroll in an inexpensive payment plan via WebSMART.

Apply NOW!!! These processes take time, so complete them today to prevent being dropped from your courses.

If you have questions/concerns about paying your fees, please stop by the Financial Aid or Cashier's Office and we'd be happy to assist.

Day 7 (Drop Day-Eve) -1 day until the drop	Dear Student: You will be dropped from your FALL courses at the end of the day on **<INSERT DATE>** unless you pay your fees or make payment arrangements. If you need assistance with paying your fees, you are encouraged to consider the following options: • **Payment Plan:** Enroll in an inexpensive payment plan via WebSMART. **NOTE:** We encourage you to apply for the following, although they may not be processed in time to prevent your courses from being dropped. If you receive one of the following AND have set-up a Payment Plan, you will be reimbursed accordingly. • **FAFSA:** Complete the Free Application for Federal Student Aid (FAFSA). • **AB 540 Students:** If you are an AB 540 student and unable to complete a FAFSA due to citizenship status, complete the California Dream Application. • **California College Promise Grant (CCPG)** Complete the California College Promise Grant application via WebSMART. Apply NOW!!! These processes take time, so complete them today to prevent being dropped from your courses. If you have questions/concerns about paying your fees, please stop by the Financial Aid or Cashier's Office and we'd be happy to assist. We look forward to having a great term!

DROP DAY	Dear Student, You have been **DROPPED** from the following courses for nonpayment: <CRN> <COURSE PREFIX> <COURSE NUMBER> <COURSE NAME> <COURSE DAYS> <COURSE TIMES> Please contact the Counseling Office for more information about getting re-registered for courses that meet your Educational Goals.

Drop For Non-Payment Email Notification Timeline

- *Important: The Drop for Non-Payment email notification is programmed to be sent about a month after the first priority registration date.

    - Example: Summer 2024: First priority reg date: April 9, 2024

        Drop for Non-payment of Fees: Students enrolled in Summer 2024 classes must pay all their fees within seven business days from the time of registration. If they fail to do so or are not exempt from paying the fees, they will be dropped from their Summer 2024 classes at 00:05 hours the day after the seven-business day grace period. (CHAIN: DROP FOR NON-PAYMENT-UPDATE)

        - Drop for Non-Payment notification emails will start April 09, 2024 23:30
        - Actual drop will start Apr 19, 2024 00:05

    - Fall 2024: First priority reg date: May 1, 2024

        Drop for Non-payment of Fees: Students enrolled in Fall 2024 classes must pay all their fees within seven business days from the time of registration. If they fail to do so or are not exempt from paying the fees, they will be dropped from their Fall 2024 classes at 00:05 hours the day after the seven business day grace period. (CHAIN: DROP FOR NON-PAYMENT-UPDATE)

        - Drop for Non-Payment notification emails will start June 10, 2024 23:30
        - Actual drop will start June 21, 2024 00:05

Process if Student is Dropped due to Non-Payment

- Student must try to enroll in the course(s)

- If course(s) are full, register for the waitlist

- If both the course and waitlist is full, contact faculty to see if possible to save a spot

- NOTE: Unfortunately Admissions cannot re-enroll students in a course, where both course and waitlist are full, since it will affect students already on the waitlist

Student Account Activities that Activate the Drop for Non-Payment Process

- **Student Registration:**
  - If a student paid and has zero balance but enrolls for an additional course and doesn't pay, they will be dropped from ALL courses.

- **Digital book fees:**
  - Students do not receive any email notification that they will be dropped for non-payment if they do not pay

- **Donations to the SMCCD Foundation:**
  - Students do not receive any email notification that they will be dropped for non-payment if they do not pay

Possible Solutions

- **Student Registration:**
  - If a student paid and has zero balance but enrolls for an additional course and doesn't pay, they will be dropped from ALL courses.
    - <mark>Include this information in the Drop for Non-Payment email confirmation.</mark>

- **Digital book fees:**
  - Students do not receive any email notification that they will be dropped for non-payment if they do not pay
    - <mark>Automate the process so students receive the Drop for Non-Payment email confirmation</mark>
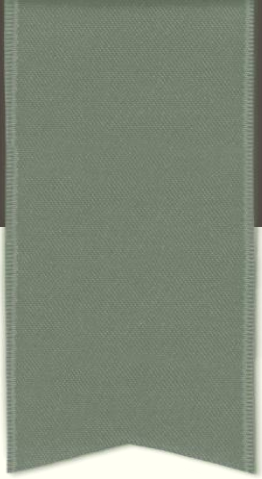
- **Donations to the SMCCD Foundation:**
  - Students do not receive any email notification that they will be dropped for non-payment if they do not pay
    - <mark>Instead of adding the fees to student record, provide a link directly to the SMCCD Foundation</mark>

- Send Drop for Non-Payment notifications via text messaging

- NOTE: These solutions have been brought up at ESC, and are being reviewed.

QUESTIONS?