

SUPPORT

Q: What types of questions can TouchNet Tuition Payment Plans Support Team answer?

A: Our dedicated Tuition Payment Plan support representatives will be able to answer students and authorized users questions related to:

- Student Account Balance
- Payment Plan installment payment status
- Assist with enrolling callers within a currently available plan, if qualified/available
- Assistance with establishing a saved payment method for Payment Plans
- Currently enrolled Payment Plan due dates

Q: What types of questions will the TouchNet Tuition Payment Plans Support Team refer callers back to Institution Contacts?

A: The Tuition Payment Plans Support Team, will refer calls to contact the Institution for questions that are beyond their scope of answering. These are questions related to:

- Class Schedules
- Payment Plans being unavailable or student ineligible for enrollment
- Removal from a Payment Plan
- How to add Authorized Users
- Modification of a Payment Due Date with grace periods
- Processing a Payment over the phone
- Related Financial Aid Questions
- Why charge items are included in Account Balance
- How to formally drop from classes
- Payments made outside payment plans, and student then wants to apply the payment to their next due date
- Payment not posted to the Student Information System Student Account
- 1098T Tax Information
- eRefunds or Financial Aid Refunds

Q: Can my parents both pay on one payment plan?

A: The student may sign up for the plan themselves and then give access to each parent as an authorized user. Each parent will pay his or her personally agreed upon portion of the plan each month.