

San Mateo County Community College District
Fee Payment
Questions and Answers

Q: Why must I pay my fees at the time of registration?

San Mateo County Community College District (SMCCCD) policy requires students to pay all fees at the time of enrollment. The policy states that students will be dropped from classes for non-payment of fees.

Q: What are the different ways to pay my fees?

Fee payment may be made by credit card, check or cash. Students receiving financial aid, scholarships or have a third party paying their fees, i.e. an employer, should ensure all requirements are met by the payment deadline to ensure their classes will not be dropped.

Q: What are the different types of fees I may be assessed?

Students are assessed enrollment, health, student body, student representation, student union (Skyline) and in some cases, instructional materials fees.

Q: When must I pay my fees?

All fees are due at the time of registration. Students should check their mysmccd.edu email account for specific payment deadlines.

Q: What should I do if I can't afford to pay my fees at the time of registration?

Students who are unable to pay their fees should apply for federal financial aid through the [Free Application for Federal Financial Aid \(FAFSA\)](#), the [California Dream Act \(AB 540\)](#) or enroll in an inexpensive payment plan offered by Nelnet in order to prevent being dropped from classes.

Q: What happens if I do not pay my fees by the deadline?

Students will be dropped from their classes if payment is not made by the deadline.

Q: What happens if I only owe \$1.00 at the time of the deadline for paying fees? Will I still be dropped from my classes?

Yes! Students must have paid all their fees in full, applied for financial aid, enrolled in a payment plan, or indicated that their fees are paid for by a third party in order not to be dropped by the established deadlines.

Q: What happens if I initially paid my fees in full, but made changes in my schedule resulting in additional fees owed?

Students must have paid all their fees in full, applied for financial aid, enrolled in a payment plan, or indicated that their fees are paid for by a third party in order not to be dropped by the established deadlines, even if initial payment was made on their student account.

Q: What happens if I've been dropped from my classes for non-payment?

Students who are dropped from classes for non-payment, will need to re-register in the classes. If you believe you were dropped in error because you:

- Paid all your fees;
- Filed for [Free Application for Federal Financial Aid \(FAFSA\)](#) or the [California Dream Act \(AB 540\)](#);

- Enrolled in a payment plan; or
- Had your fees paid for by a third party;

Contact the Admissions Office who will assist you in completing a petition to appeal the dropping from classes.

Q: How do I enroll in a payment plan?

After students register for classes in WebSMART, follow the link to “Payment Plan.” Students will be provided additional information about how to enroll in a Payment Plan. Students paying in cash will not be able to participate in the payment plan.

Q: What are the costs associated with the payment plan?

A summary of all the fees associated with the payment plan are listed below.

Fees payable by students who sign up for the payment plan		
Description of Fee	Amount	Remarks
Sign-up fee	\$20	\$20 per semester.
Late Fee	\$30	\$30 for each late payment, up to a maximum of \$180.
Interest	-	No interest will be assessed for any balance on the payment plan.

Q: How do I make payments with the payment plan?

Payments can be made through electronic debit from a checking or savings account or through credit cards. Payments are made directly to Nelnet, the online Payment Plan Vendor, not to the Cashier’s Office. Students paying in cash will not be able to participate in the payment plan and should contact the Cashier’s Office for paying in cash.

Q: Is there a minimum amount I need to owe in order to sign up for a payment plan?

Yes, students must owe at least \$50 in order to sign up for a payment plan.

Q: What if I add or reduce my total unit load such that my payment plan balances changes?

The payment plan amounts will adjust automatically when changes to the class schedule occur, i.e. dropping or adding courses.

Q: What if I decide that I want to pay off my payment plan balance early?

There is no penalty paying off a Payment Plan balance early. Payment can be made online through Nelnet

Q: What if I miss a payment on the payment plan?

Students are assessed a \$30.00 fee for each missed or late payment up to \$180.00. Students will have a hold placed on their record and not permitted to register for any subsequent terms or until the balance is paid in full. In addition, students will be sent to debt collections for any outstanding fees owed to the

college. Once the outstanding balance is paid students are able to sign up for a payment plan in future terms.

Q: Who should I contact if I have a question about my payment plan?

If you have questions about your agreement or need to make a change to your address, telephone number or account number, log-in to www.mypaymentplan.com

Please be sure to have your confirmation e-mail and Nelnet access code available before logging in. You will receive your confirmation e-mail one business day after submitting your agreement.

For additional information, you can contact Nelnet at 800.609.8056.

Q: Can I sign up for a payment plan at any time during the semester?

Yes. Students should sign up for a payment plan at the time of registration in order to meet the payment deadlines and not be dropped from classes.

Q: When will my last payment on my payment plan be due?

Students should check the payment plan schedule at www.mypaymentplan.com to see about payment plan dates. Students *must have a \$0 balance in order to register for the next term.*

Q: Do I have to be determined eligible for financial aid in order not to be dropped from my classes by the deadline?

No. Students must complete a [Free Application for Federal Financial Aid \(FAFSA\)](#) or the [California Dream Act \(AB 540\)](#) within seven business days of the payment deadline to prevent from being dropped from classes. Students are responsible for making sure it has been received by checking the “Financial Aid” requirements in WebSMART.

Q: I have applied for and received a California College Promise Grant (CCPG). Will this fee waiver cover all my fees?

No, the CCPG only covers enrollment fees. It does not cover additional fees such as health fee, student body fee, student representation fee, instructional materials fees, student union fee, etc. Students who cannot pay these additional fees, are encouraged to complete a [Free Application for Federal Financial Aid \(FAFSA\)](#) or the [California Dream Act \(AB 540\)](#).

Q: I’m an international student? When will I have to pay my fees?

International students must meet the same fee deadlines as all other students.

Q: My fees are paid by a third party. What do I need to do not to be dropped?

When registering for classes, students will be able to update information on WebSMART to indicate that fees will be paid for by a third party. Documentation is required for this process.

Students should check with the Cashiers Office to ensure that a third party (e.g. Veteran’s Administration, Department of Rehabilitation, etc.) is paying the student fees. NOTE: Some third party payers only pay enrollment fees and the student will be responsible for any other fees that are assessed (e.g. health fee, student body fee, student representation fee, student union fee, instructional materials fees, etc.).