

# Payment Policies

## Payment Methods

CIIS accepts payments by cash, check, money order (made out to “CIIS”), or credit card (VISA and MasterCard). To make a payment online, log on to MyCIIS at <https://my.ciis.edu> and click the “eBiz” tab to view the available balance on your student account. After viewing the balance, click the “eBiz Payment Portal” blue button to proceed with making a payment toward the tuition and fees for the given semester.

## Payment Deadlines

Tuition and fees are charged upon registration and vary depending on the current academic semester. All students should refer to the Academic Calendar for tuition payment deadlines for all semesters at <https://www.ciis.edu/academics/academic-calendar>.

Financial aid recipients whose aid covers only a portion of the total charges must pay the balance by the tuition payment deadline see below for tuition deadline.

## Tuition Payment Deadline

### School of Professional Psychology and Health and School of Consciousness and Transformation

Semester	Fall 2020	Spring 2021	Summer 2021
Tuition Payment Deadline	Aug. 3, 2020	Jan. 4, 2021	June 1, 2021

### School of Undergraduate Studies and American College of Traditional Chinese Medicine

Semester	Fall 2020	Spring 2021	Summer 2021
Tuition Payment Deadline	Aug. 3, 2020	Jan. 4, 2021	May 3, 2021

CIIS expects all students to regularly monitor their tuition and fee charges and pay them by tuition payment deadline before the start of each term.

## Semester Begins

### School of Professional Psychology and Health and School of Consciousness and Transformation

Semester	Fall 2020	Spring 2021	Summer 2021
Semester Begins	Aug. 27, 2020	Jan. 19, 2021	June 1, 2021
Financial Aid Disbursement Begins	Aug. 27, 2020	Jan. 19, 2021	June 1, 2021
Add and Grade Option Selection Deadline	Sept. 3, 2020	Jan. 26, 2021	June 8, 2021
Drop Deadline	Sept. 15, 2020	Feb. 2, 2021	June 15, 2021
Deadline to Withdraw and Receive 75% Refund	Sept. 22, 2020	Feb. 9, 2021	June 22, 2021
Deadline to Withdraw and Receive 50% Refund	Oct. 20, 2020	March 9, 2021	July 6, 2021

### School of Undergraduate Studies and American College of Traditional Chinese Medicine

Semester	Fall 2020	Spring 2021	Summer 2021
Semester Begins	Aug. 27, 2020	Jan. 4, 2021	May 3, 2021
Financial Aid Disbursement Begins	Aug. 27, 2020	Jan. 4, 2021	May 3, 2021
Add and Grade Option Selection Deadline	Sept. 3, 2020	Jan. 11, 2021	May 10, 2021
Drop Deadline	Sept. 15, 2020	Jan. 19, 2021	May 17, 2021
Deadline to Withdraw and Receive 75% Refund	Sept. 22, 2020	Jan. 25, 2021	May 24, 2021
Deadline to Withdraw and Receive 50% Refund	Oct. 20, 2020	Feb. 22, 2021	June 7, 2021

## Deferred Payment Plan

The Deferred Payment Plan allows students to pay their total semester charges in equal installments. A \$50 fee is charged for this service. To sign up for the Deferred Payment Plan, you'll need to log on to MyCIIS at <https://my.ciis.edu> and click the "eBiz" tab and complete the "Deferred Payment Plan Form."

### School of Professional Psychology and Health and School of Consciousness and Transformation

Installment	Fall 2020	Spring 2021	Summer 2021
First	Aug. 27, 2020	Jan. 19, 2021	June 1, 2021
Second	Sept. 28, 2020	Feb. 19, 2021	July 1, 2021
Final	Oct. 28, 2020	March 19, 2021	N/A

### School of Undergraduate Studies and American College of Traditional Chinese Medicine

Installment	Fall 2020	Spring 2021	Summer 2021
First	Aug. 27, 2020	Jan. 4, 2021	May 3, 2021
Second	Sept. 28, 2020	Feb. 4, 2021	June 3, 2021
Final	Oct. 28, 2020	March 4, 2021	July 6, 2021

A \$25 fee is added to the student's account each time an installment is not paid by its due date. The Deferred Payment Plan is not available to registrants who are not admitted to a CIIS academic program (i.e., Special Students).

## Late Payment Fees

The following late payment fees are applied to students who have an outstanding balance on the following dates:

### School of Professional Psychology and Health and School of Consciousness and Transformation

Late Payment	Fall 2020	Spring 2021	Summer 2021
\$120	Aug. 28, 2020	Jan. 20, 2021	June 2, 2021
\$50	Sept. 29, 2020	Feb. 22, 2021	July 2, 2021
\$50	Oct. 29, 2020	March 22, 2021	N/A

### School of Undergraduate Studies and American College of Traditional Chinese Medicine

Late Payment	Fall 2020	Spring 2021	Summer 2021
\$120	Aug. 28, 2020	Jan. 5, 2021	May 4, 2021
\$50	Sept. 29, 2020	Feb. 5, 2021	June 4, 2021
\$50	Oct. 29, 2020	March 5, 2021	July 7, 2021

## Refund Deadlines

One hundred percent of a course's tuition charge is reversed if it is withdrawn from on or before the Add/Drop Deadline. Seventy-five percent is reversed if it is withdrawn from through the third week of the semester. Fifty percent is reversed if it is withdrawn from through the seventh week (the fifth week for summer). No percentage is reversed for courses withdrawn from after the seventh week (the fifth week for summer). Refer to the "Academic Calendar" for the specific deadlines. These deadlines apply regardless of the actual start and end dates of the course.

For students who received any form of federal financial aid, the amount that will be returned to the financial aid programs is determined by federal guidelines and may be different than the amount calculated by CIIS's refund policy. Contact the Financial Aid Office for more information about this calculation.

All fees are nonrefundable. The only exception is when the student has dropped all of their courses by the Drop Deadline, in which case the Technology Fee and the Wellness Fees are discharged. If it is the first semester of the student's program, the Registration Fee is also discharged.

## Refunds Granted After Refund Deadlines—Financial Petition Process

Students who believe they have extenuating circumstances warranting a credit, refund, or adjustment of tuition and/or fees may present a petition to the Financial Petition Committee (FPC). The petition form is available from the Registrar's Office on MyCIIS.

The FPC considers a request only if all of the following are in place: (1) The student experienced a serious extenuating circumstance beyond their control; and (2) the student includes an explanation of this circumstance along with supporting documentation—this documentation becomes the property of CIIS and will not be returned; and (3) if petitioning to receive a reversal of a tuition charge, the associated course has been dropped or withdrawn from; and (4) the petition is submitted within 90 calendar days of the last day of the semester in which the charge was incurred.

The petition and its attachments will remain confidential and be seen only by members of the FPC, which is composed of representatives from the following offices: Academic Affairs, Dean of Students, Registrar, Business, and Financial Aid. The FPC may, with the petitioner's permission, consult with any faculty, staff, students, or other parties who may have relevant information. The FPC may request additional supporting materials from the student or, if the student consents, from other parties. The student is not present when the FPC meets. The FPC issues its decision within 30 calendar days of receiving all documentation, informs the student and any University personnel who need to take action to implement the decision, and places documentation of the petition and the decision in the student's file maintained in the Registrar's Office.

The decision of the FPC is final. Reconsideration is granted only if significant information not contained in the original petition becomes available. Students do, however, have the option of seeking further consideration of a petition through the CIIS General Student Complaint Procedure.

## **Questions**

Please contact the Business Office for more information at 415.575.6132 or by email at [businessoffice@ciis.edu](mailto:businessoffice@ciis.edu).