

# **Same-Day Pay FAQ (Frequently-Asked Questions)**

## **What does 'same-day payment' mean?**

*It means that you must pay all your fees on the same day that you register. If you register at 9:00 a.m., you must have all your fees paid by midnight, or your transaction will be voided.*

## **What if I register on a weekend – or over a Holiday break when the Admissions Office is closed?**

*If you register on a weekend or holiday, your payment is due by midnight of the **next business day**. For example, if you register on Saturday, your fees must be paid in full by 11:59 p.m. on Monday.*

## **How do I pay my fees?**

*Any registration fees are best paid online, using a credit card (MasterCard or Visa), at the time that you register. If you pay by cash or check, you must come in person to the Admissions & Records Office (AD/SS 100) during regular business hours to do so. (NOTE: if you pay in person, you are advised to do so early in the day. We are required to close at our scheduled time, whether we have served everyone, or not. Please plan ahead.)*

## **What are the Admissions & Records Office hours?**

*Mondays, Thursdays & Fridays - 8:00 a.m. – 4:30 p.m.*

*Tuesdays & Wednesdays - 8:00 a.m. – 7:00 p.m.*

## **Do I still have to wait in the Admissions & Records Office line if I just want to pay my fees?**

*If you can't pay online and need to pay by cash/check, you must come to the Admissions/Records Office (AD/SS 100). To avoid waiting in any lines, make a Fastpass appointment by going to [www.valleycollege.edu/fastpass](http://www.valleycollege.edu/fastpass). With appointments available from 8 a.m. to 4 p.m. Monday-Friday, Fastpass allows you to go to the front of the line.*

## **What if I register after the office is closed. Can I pay by check the next day?**

*No. Any registrations with unpaid fees will be voided at midnight of that same day.*

## **I have a Board of Governors (BOG) waiver. That covers all my fees, right?**

*Wrong. The BOG waiver covers enrollment fees only. All other fees (health, student center, etc.) are your responsibility and must be paid in full by midnight of the day that you register.*

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## **How do I apply for a Board of Governors (BOG) waiver and how long does it take?**

*You can apply for a BOG waiver in-person in the Financial Aid Office. The application can be downloaded from the SBVC Financial Aid Office website or filled out in-person at the Financial Aid Office. Filling out the BOG waiver should only take between 10-15 minutes. Once submitted, your BOG waiver will be processed by the end of the next business day.*

## **If I apply for the BOG waiver and am waiting for it to be approved, can I still register for classes?**

*Yes, but you will still be responsible to pay all your fees by the end of the day since your BOG approval has not been processed. If your BOG waiver is approved after you register, you will receive a refund of applicable fees approximately 8-12 weeks later.*

## **What if my fees are paid by an outside agency or organization?**

*Set up an appointment with the office on campus that administers your program to ensure that payment is already in place before your registration period begins and before you attempt to register.*

## **How will I know if all of my fees are fully paid?**

*In WebAdvisor's student menu, click on 'Make a Payment' and make sure your balance shows \$0.00. If you register for classes and your balance is anything other than \$0.00 at the end of the day, you will be dropped from your classes.*