

FREQUENTLY ASKED QUESTIONS – STUDENT BILLING & PAYMENT

1. How am I billed?

When you register for a course, the cost of the course is simultaneously charged to your student account as Tuition and Fees.

TUITION

College level courses are assigned credit hours and contact hours.

The Tuition cost of a college level course, in most cases, is determined by the number of contact hours (also referred to as bill hours) assigned to the course multiplied by the Tuition Rate.

| TUITION RATE | Lower (100-200) Level Courses | | Upper (300-400) Level Courses | |
|---------------------------|--------------------------------------|-----------------------------------|--------------------------------------|-----------------------------------|
| | Students admitted prior to Fall 2019 | Students admitted as of Fall 2019 | Students admitted prior to Fall 2019 | Students admitted as of Fall 2019 |
| Bahamian Rate | B\$100.00 per contact hour | B\$115.00 per contact hour | B\$150.00 per contact hour | B\$172.50 per contact hour |
| International Rate | B\$200.00 per contact hour | B\$230.00 per contact hour | B\$200.00 per contact hour | B\$230.00 per contact hour |

In some cases, a college level course may be billed a specific fixed amount.

Non-credit Upgrading courses are assigned contact hours.

The Tuition cost of a non-credit upgrading course is determined by the number of contact hours assigned to the course multiplied by the Tuition Rate.

FEES

For College level courses and Non-Credit Upgrading courses, some courses are assessed additional Fees to cover related expenses such as materials, supplies, field trips. These fees appear as an additional Course Code, Lab Fee or other Fee on the bill.

Additionally, UB charges various non-instructional fees to cover the cost of services e.g. Activity, Capital Development, Library, Technology and Student Insurance fees, and VAT on Student Insurance.

New students also pay the ID Card Fee, Orientation Fee and Security Deposit Fee.

2. Where do I find my bill and the transactions (charges and payments) on my account?

- Visit www.ub.edu.bs and click on the Banner tab at the top of the home page.
- Scroll down to the left column and Self-Service (Student) under the Banner heading which will direct you to the account sign in page.

The screenshot displays the UB Banner website. At the top, a dark banner contains a megaphone icon and the text: "REMINDER: Info on class registration can be found on the [registration page](#)." Below this, the UB logo is on the left. To the right of the logo, there are two light blue boxes: the first contains a document icon and the text "New Students Online Registration for Credit and Non-Credit Courses"; the second contains a laptop icon and the text "Banner 9 was released Monday, June 11th at 1:00 p.m for general access with online registration go-live Monday, June 25th at 12:01a.m." Below the logo, the "Banner" heading is followed by a vertical list of three light blue boxes: "Self-Service(Student)", "Registration", and "Browse Courses". A red arrow points to the "Self-Service(Student)" box. To the right of the "Banner" section, the "PowerCampus" heading is followed by a large "P" icon and text explaining the transition from AS/400 to a Windows-based platform. Below this, another heading "Banner 9" is followed by a small icon and text stating that Banner 9 delivers important enhancements, including a modern user interface.

- Sign in using your UB issued login credentials to be directed to the Student Profile page, link [Self-Service \(Student\) Sign In](#).



Sign in to your account

Username

Password

Sign In

d) Select the **Online Payment, Payment Plans and Account Activity** tab.

On this page your account balance is displayed along with options to view your account activity, enroll in the payment plan and make a payment.

e) Select the **View Activity** tab.

Announcement

Please note that as of 9AM January 6th, 2020 the Touchnet payment portal is now active.

Student Account

ID: xxxxx0269

Balance

\$2,310.00

View Activity

Enroll in Payment Plan

Make Payment

My Profile Setup

Authorized Users

Personal Profile

Security Settings

Term Balances

Fall 2022 \$2,310.00

Your bill with the transactions (charges and payments) and account balance are displayed, with the options to print, export and save as a PDF.

Account Activity

Filter activity by: Full account activity

Print | Email | PDF

| Student Account Balance | | | | | \$2,310.00 |
|---------------------------------------|------|--------|----------|-----------------------------|------------|
| Fall 2022 | | | | | \$2,310.00 |
| Account Activity | | | | | |
| Account Activity | | | | | |
| Description | Code | Date | Charges | Credits/Anticipated Credits | |
| Tuition US Res/Phys Soc/Sci/Eng/We | TCPS | 7/1/22 | \$480.00 | --- | |
| Tuition US Res Mathematics | TCMT | 7/1/22 | \$240.00 | --- | |
| Tuition US Res Foreign Lang | TCFL | 7/1/22 | \$240.00 | --- | |
| Tuition US Res English | TCEN | 7/1/22 | \$240.00 | --- | |
| Tuition US Res Biology | TCBL | 7/1/22 | \$250.00 | --- | |
| Security Deposit Fee Undergrad | PSD | 7/1/22 | \$100.00 | --- | |
| Student Insurance WMT | PIWT | 7/1/22 | \$25.00 | --- | |
| Technology Fee | PTCH | 7/1/22 | \$120.00 | --- | |
| Orientation Fee | POH | 7/1/22 | \$50.00 | --- | |
| Library Fee - Main | PLBM | 7/1/22 | \$50.00 | --- | |
| Student Insurance Fee | PIHS | 7/1/22 | \$25.00 | --- | |
| ID Card Fee | PIDC | 7/1/22 | \$25.00 | --- | |
| Capital Development Fee | PCAP | 7/1/22 | \$100.00 | --- | |
| Activity Fee | PACT | 7/1/22 | \$50.00 | --- | |
| Course Code Intro Spanish I | CSPI | 7/1/22 | \$65.00 | --- | |
| Total Charges: | | | | | \$2,310.00 |
| Total Credits/Anticipated Credits: | | | | | \$0.00 |
| Term Balance: | | | | | \$2,310.00 |
| Term Balance Including Estimated Aid: | | | | | \$2,310.00 |

PDF generated bill

Student Account - Fall 2022 - Account Activity

| Description | Code | Date | Charges | Credits/ Anticipated Credits |
|---------------------------------------|------|--------|----------|------------------------------------|
| Tuit UL ResPsyc Soci&SocWrk | TCPS | 7/1/22 | \$460.00 | -- |
| Tuition UL Res Mathematics | TCMT | 7/1/22 | \$345.00 | -- |
| Tuition UL Res Forgn Lang | TCFL | 7/1/22 | \$345.00 | -- |
| Tuition UL Res English | TCEN | 7/1/22 | \$345.00 | -- |
| Tuition UL Res Biology | TCBL | 7/1/22 | \$230.00 | -- |
| Security Deposit Fee Undergrad | FSEU | 7/1/22 | \$100.00 | -- |
| Student Insurance VAT | FVAT | 7/1/22 | \$2.50 | -- |
| Technology Fee | FTCH | 7/1/22 | \$120.00 | -- |
| Orientation Fee | FORI | 7/1/22 | \$50.00 | -- |
| Library Fee - Main | FLBM | 7/1/22 | \$50.00 | -- |
| Student Insurance Fee | FINS | 7/1/22 | \$25.00 | -- |
| ID Card Fee | FIDC | 7/1/22 | \$25.00 | -- |
| Capital Development Fee | FCAP | 7/1/22 | \$100.00 | -- |
| Activity Fee | FACT | 7/1/22 | \$50.00 | -- |
| Course Code Intro Spanish 1 | CSP1 | 7/1/22 | \$62.50 | -- |
| Total Charges: | | | | \$2,310.00 |
| Total Credits/Anticipated Credits: | | | | \$0.00 |
| Term Balance: | | | | \$2,310.00 |
| Term Balance Including Estimated Aid: | | | | \$2,310.00 |

3. What are the different payment options to settle my bill?

Your bill has to be settled in full each academic term in accordance with the payment due dates stated in the Academic Calendar, link [Academic Calendar](#).

Your account balance may be settled by:

a) **Payment in full**

- Online via the Payment Portal in Banner Self-Service (Student)
- In-person at the Cashiers' Cage,

b) Enrollment in the Deferred Payment Plan,

c) Financial Aid/Scholarship Awards.

4. How do I pay online via Banner Self-Service (Student)?

Payment online via Banner Self-Service (Student) is the most efficient payment option. The payment is credited to your bill in real-time. Your student account transactions and account balance are updated immediately.

To make a payment via Banner Self-Service Student you will need a valid **Visa or MasterCard credit card or a debit card**.

Steps to pay online via Banner Self-Service (Student):

- Sign in to your Banner Self-Service (Student) account with your UB login credentials, link [Self-Service \(Student\) Sign In](#).
- Select the **Online Payment, Payment Plans and Account Activity** tab.
- Select the **Make Payment** tab and follow up the instructions.

UB UNIVERSITY OF THE BAHAMAS

Logged in as: [redacted] Logout

My Account Make Payment Payment Plans Help

Announcement
Please note that as of **9AM January 6th, 2020** the Touchnet payment portal is now active.

Student Account ID: xxxxx0269
Balance \$2,310.00
View Activity Enroll in Payment Plan **Make Payment**

My Profile Setup
Authorized Users
Personal Profile
Security Settings

Term Balances
Fall 2022 \$2,310.00

- Choose the academic term for which you are paying under the **Pay By Term** field and click the **Add** tab to select the term balance you are paying.

UB UNIVERSITY OF THE BAHAMAS

Logged in as: [redacted] Logout

My Account My Profile Make Payment Payment Plans Help

Account Payment

Amount Method Confirmation Receipt

Payment Date: 6/20/22

Pay By Term
Click 'Add' to include in the payment total.
Fall 2022 | \$2,310.00 \$ 2,310.00 **Add**

Personal Note
Enter a brief payment note

Payment Total \$0.00

Continue

- Click the **Continue** tab to proceed to the payment screen to input your payment information.

Account Payment



Amount



Method



Confirmation



Receipt

Payment Date: 6/20/22

Pay By Term

Click Add to include in the payment total.

Fall 2022 | \$2,310.00

\$ 2,310.00 Remove

Personal Note

Enter a brief payment note

(Student Account) \$2,310.00
Payment Total \$2,310.00

Continue

f) Select your **Method** of payment and then click **Continue**.

Note: UB accepts Visa or MasterCard credit cards and debit cards.

Account Payment



Amount



Method



Confirmation



Receipt

Amount: \$2,310.00

Method*

Credit or Debit Card

Select Method

Credit Card

Credit or Debit Card

Other Payment Methods

* Indicates required information

Back Cancel Continue

Debit and Credit Card - We accept the following credit and debit cards.



g) Enter your card information, click **Continue** and follow the instructions to complete your payment and print your receipt.

Account Payment

\$ Amount
Method
Confirmation
Receipt

* Indicates required information

Amount: \$2,310.00

Method: Credit or Debit Card

Account Information

* Indicates required fields

*Card number:

Back Cancel Continue

Debit and Credit Card - We accept the following credit and debit cards.

Should you need additional instructions on how to make an online payment, refer to the Banner Online Bill Payment Quick Navigation Guide, link [Online Payment Guide](#).

5. What is the Deferred Payment Plan?

The Deferred Payment Plan is a voluntary short-term payment option that gives you additional time to settle your student bill by paying your bill in three (3) installment payments.

The **three (3) installment payments** are paid as follows;

- a) $\frac{1}{3}$ due on enrollment,
- b) $\frac{1}{3}$ one (1) month after enrollment (**this payment is scheduled to be automatically deducted from the card used to make the initial payment on enrollment**),
- c) $\frac{1}{3}$ two (2) months after enrollment (**this payment is scheduled to be automatically deducted from the card used to make the initial payment on enrollment**).

Enrollment is online via Banner Self-Service (Student) and you must meet **eligibility requirements** to enroll, i.e.;

- a) Be a Bahamian Citizen; and/or Bahamian Resident,
- b) Have a \$300 minimum balance in tuition and fees,
- c) Must have paid all prior academic term balances in full.

6. How do I enroll in the Deferred Payment Plan?

To enroll in the Deferred Payment Plan, if eligible, you will need a valid **Visa or MasterCard credit card or a debit card** to charge all three (3) installment payments to.

Steps to enroll in the Deferred Payment Plan:

- Sign in to your Banner Self-Service (Student) account with your UB login credentials, link [Self-Service \(Student\) Sign In](#).
- Select the **Online Payment, Payment Plans and Account Activity** tab.
- Select the **Enroll in Payment Plan** tab,

The screenshot shows the Banner Self-Service portal for the University of the Bahamas. The top navigation bar includes links for My Account, Make Payment, Payment Plans, and Help. The main content area is divided into three sections: Announcements, Student Account, and My Profile Setup. The Student Account section displays the user's ID (xxxxx0269) and a balance of \$2,310.00. Below the balance, there are three buttons: View Activity, Enroll in Payment Plan (highlighted with a red arrow), and Make Payment. The My Profile Setup section includes links for Authorized Users, Personal Profile, and Security Settings. The Term Balances section shows a balance of \$2,310.00 for Fall 2022.

| Term Balances | |
|---------------|------------|
| Fall 2022 | \$2,310.00 |

- Follow the instructions, which include,
 - Payment of the non-refundable \$50.00 processing fee due on enrollment,
 - Making the first $\frac{1}{3}$ payment due on enrollment,
 - Scheduling the two (2) installment payments subsequent to enrollment to be automatically deducted on their respective payment due dates from the card used on enrollment,
 - Acknowledging and accepting the Payment Plan terms and conditions.

Note: Once you enroll in the Payment Plan, the card used to make payment on enrollment cannot be removed until the Payment Plan balance is paid in full or another card is entered to charge the remaining installment payments to.

The Payment Plan Agreement is a legal and binding document with the Payment Plan terms and conditions accepted on enrollment.

7. What do I do if I am expecting a scholarship/financial aid award payment?

As the Student you are responsible for ensuring;

- a) All requirements for your scholarship/financial award are fulfilled within the required timeframe.
- b) Presenting your scholarship/financial award letter to Business Office - Student Accounts Receivable for processing of the award, if your scholarship/financial aid is administered by Business Office – Student Accounts Receivable.
- c) Before the payment deadline, paying any outstanding balance remaining after the award is credited to your account.

Note: The **Bahamas Government Tertiary Grant** is administered by Financial Aid. For assistance with questions or matters relating to the Bahamas Government Tertiary Grant, contact Financial Aid, email fa@ub.edu.bs.

8. When is the deadline to pay my bill?

The payment deadline date to settle your bill and other payment related dates are stated in the Academic Calendar, link [Academic Calendar](#). It is important that you review the Academic Calendar frequently.

Note: Dates in the Academic Calendar are subject to change. Changes are communicated to students via their official UB email. It is therefore important that you check your UB email frequently.

9. What happens if I do not pay my bill by the payment deadline?

Student accounts that are not settled in full by the payment deadline are subject to Deregistration, Late Payment Fee charge and Financial Hold.

Deregistration

If your account outstanding balance is not settled by the payment due date **AND** your outstanding balance **amount equals or exceeds the threshold established for deregistration**, your registered courses and corresponding tuition and fees are purged for the academic term and you are no longer registered for that academic term.

Note: This includes students enrolled in the Deferred Payment Plan with past due installment payments.

Late Payment Fee

If your account outstanding balance is not settled by the payment due date **AND** your outstanding balance **amount is less than the threshold established for deregistration**, your registered courses and corresponding tuition and fees are retained, you remain registered for the academic term and the Late Payment Fee is charged to your student account.

Financial Hold

If your account has an outstanding balance after the final deregistration, a Financial Hold will be applied to your account.

The Financial Hold will prevent student services such as the release of official transcripts, diplomas, grades, and future registration for courses until the outstanding balance is paid in full.

Once the account balance is paid in full, the Financial Hold is automatically released.

10.What should I do if I cannot settle my bill by the payment deadline?

You should plan in advance to settle your bill before the payment deadline. Should you have an exceptional circumstance that prevents you from settling your bill by the payment deadline, you should communicate this to Business Office – Accounts Receivable, via email accountsreceivable@ub.edu.bs, as soon as possible and before the payment deadline for further guidance.

11.How does dropping a course impact my bill?

If you **drop a course**:

- a) You will be assessed the Drop/Add Fee.
- b) You will be assessed the Tuition Penalty Fee in accordance with UB's Refund Schedule <https://www.ub.edu.bs/academics/tuition-fees-2/>.
- c) You will be responsible for settling any balances owed in full in accordance with the due date.