

# Bursar

## Frequently asked questions

- 1) **What is my student account balance?** You can obtain your balance in one of the following ways.
  1. Logging into your MyOCCC Portal from the “Login” menu on the OCCC homepage ([www.occc.edu](http://www.occc.edu)) with your email address and password.
    - Select the MineOnline menu tab then click the Financial Information link. Select “View Statement-Make Payment”
    - Your account balance will be in the left hand column and your statement in the right hand column.
  2. From the Financial Information link select “View Account Detail”
  3. Call the Bursar office at (405)- 682-7825/7862.

**YOU WILL NOT RECIEVE A MAILED STATEMENT**
- 2) **When are tuition/fees due?** Tuition and fees are due the first day of each semester (Spring, Summer and Fall) or on your date of enrollment, to incur no additional finance charges.
- 3) **Can I set up a payment plan for my tuition/fees?** Payment plans are available for the current semester and **require no action by the student**. Any unpaid balance due, after the first day of a semester, is **automatically** put on a month payment plan and is subject to finance and late charges. See <http://www.occc.edu/bursar> for payment due dates.
- 4) **What are the details of the payment plan?** Any balance unpaid after the initial due date (first day of a semester) is automatically put on a payment plan. Spring and Fall semesters are split into 4 monthly payments and Summer semesters into 2 monthly payments during the semester. Each monthly payment is assessed a 2% finance charge on the outstanding balance. A late charge of \$20 will be applied to any payment not received by the monthly due date, which is the 5<sup>th</sup> day of each month. **Billing statements will not be mailed.** It is the responsibility of the student to obtain their billing statement online.
- 5) **What forms of payment do you accept?**
  1. The Bursar office accepts cash, check, cashier’s check, or money order.
  2. Checks or Money orders can be deposited in the secure drop box located beside the bulletin board at the entrance of the Bursar hallway.
  3. Payments may be made Online: you must log in to your MyOCCC Portal.
    - debit/credit card - a 2.75% convenience fee applies
    - eCheck (ACH) - no fee is applied
    - Bursar cashiers DO NOT process debit/credit card transactions
  4. Payments may also be mailed to:  
Oklahoma City Community College  
Attention: Bursar Office  
7777 S. May Ave., Oklahoma City, OK 73159
  5. **We do not accept payments over the phone.**

- 6) **What are your hours?** Monday-Wednesday 8:00am – 6:00pm, Thursday 11:30am – 6:00pm, Friday 8:00am – 5:00pm. Hours are extended during peak enrollment periods.
- 7) **What is your contact information? Phone:** (405) 682-7825/7862. **Fax:** (405) 681-4785  
**Email:** bursar@occc.edu
- 8) **I dropped my classes, how do I get my refund?** If you dropped within the refund period you will receive your refund either by the refund preference you chose on your BankMobile Vibe account or back to the debit/credit card you paid with. Cash or Checks will **not** be issued for refunds.
- 9) **What is the drop date to receive a refund?**  
Within the first two weeks (10 days) of a 16-week class; within the first week (5 days) of a (4), (5), (6), or (8) -week class; prior to the 3<sup>rd</sup> class period of an Intercession class.
- 10) **I dropped my classes why do I still owe?** There are several reasons you may still owe a balance and have dropped your courses. Please call or come by the Bursar Office to review your account.
- 11) **What is the “Refund Selection Kit” in the green envelope I received in the mail?** Every OCCC student will receive a refund selection kit from BankMobile Disbursements which requires the student to select a refund preference. If you select the ACH option, any refund will be sent directly to the bank account you submitted. If you choose the OCCC BankMobile Vibe bank account option, you will receive a card in the mail. **You must activate your preference to receive a refund.**
- 12) **I did not receive my refund selection kit from BankMobile Disbursements. How do I select my refund preference?** Contact the Bursar Office at 682-7825 or email Bursar@occc.edu.
- 13) **My BankMobile Vibe card has been lost/stolen.** To order a new card a student must contact BankMobile Disbursements at 866-751-7734.
- 14) **I should be receiving a scholarship what do I need to do?** Contact the Coordinator of Sponsorship/scholarship at 682-1611 ext. 7294 to ensure that the paperwork from your scholarship or sponsorship has been received. It is your responsibility to follow-up on this communication. Unfortunately, your award certificate is not adequate documentation.